



Securitas Alert Services gained peace of mind by automating reconciliation of its 3,000 monthly bank transfers

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Laurence Contion, Accounting Manager



The French remote surveillance specialist

Securitas Alert Services, a subsidiary of the leading European private security company, has **250 employees** and earned **revenues of €37 million in 2009**.

Securitas Alert Services is the French **remote surveillance division** of Securitas AB, offering personalised solutions to individuals and businesses for the **security of goods** (anti-intrusion monitoring, vehicle monitoring, etc.), **fire monitoring, security of people**, and **surveillance of technical installations**.

Based in **Paris** (high-risk surveillance) and in **Lyon** (normal-risk surveillance), Securitas Alert Services has built a **strong network with various partners in France**: manufacturers of security equipment, insurance companies, independent equipment installers, and more.

Complex management of customer payments

Laurence Contion, Accounting Manager, explains that management of customer payments is a task that **requires a lot of processing time** at Securitas Alert Services. ‘We receive

more than **3,000 bank transfers per month**, very often for payment of invoices for identical amounts, because we work on a subscription basis (more than 50,000 subscribers). Manually reconciling those customer payments **in our Navision ERP** (Microsoft Dynamics Nav) required assigning **2.5 full-time equivalents** (FTEs). That took up a large portion of our daily schedules!’

The choice of CashOnTime Allocation

Laurence Contion attended several presentation meetings on CashOnTime Allocation. She says that, initially, she did not at all believe in the effectiveness of the tool for the most complex cases and for identifying customer accounts. ‘Out of our bank transfers, **30% prove to be particularly complicated** to process because we have some major customers who may **pay multiple invoices with one payment**, or sometimes there are **multiple customer accounts paid with a single transfer** and that complicates reconciliation.’

Nevertheless, the DIMO Software sales and technical teams reassured Mrs Contion on this point. She heard a customer testimonial at DIMO Forum that ended up convincing her to choose CashOnTime Allocation.



FOCUS

Company: Securitas

Sector: Remote surveillance

ERP: Microsoft Dynamics Nav (Navision)

Key figures:

- 250 employees
- Revenues of €37 M in 2009
- 36,000 bank transfers per year

Solutions:

- **CashOnTime Allocation:** Automatic reconciliation of customer payments



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Fast, efficient installation

Laurence Contion says that the installation of CashOnTime Allocation by the consultants from DIMO Software was done quickly and without inconvenience: '**our collaboration with DIMO Software was fruitful**: the consultants listened to us and quickly understood our specific needs. Additionally, the creation of **the interface with Navision** (Microsoft Dynamics Nav) was also done very efficiently.'

After the **training** of CashOnTime Allocation users, the solution was put into operation. Now, every day at **6:20 AM**, CashOnTime Allocation receives transaction notifications and **automatically reconciles them**. 'In spite of the complexity of our invoices, which are often for the same amount, we achieve **a 70% average rate of automatic reconciliation**.' The remaining 30% of invoices are manually processed starting at 8:30 AM every day. 'Furthermore, **manual reconciliation is made easier** thanks to the reconciliation assistant included in CashOnTime Allocation. The assistant allows us to perform **multi-criterion searches**.'

A tool for everyone

Mrs Contion really appreciates the solution: '**CashOnTime Allocation definitely changed our daily operations**. Thanks to this tool, the team is **much happier and more motivated**. We have **saved a lot of time that we can now use for much more quality-oriented tasks**; we focus on analysing accounts

(duplicate payments, customers using credit, etc.). This allows us to **refine customer payment reminders** and **avoid disputes**. In spite of our specific situation, we achieve a 70% average rate of automatic reconciliation and we are totally satisfied with the reliability of the reconciliation performed. This provides us with relief from the large volume of entries we were completing before. **We have boosted our productivity and motivation!**

A fruitful partnership with DIMO Software

With the success of the CashOnTime Allocation implementation project, Securitas Alert Services, based on advice from DIMO Software, has since switched its **cash-flow management platform from XRT Universe 22 to the Sage FRP version, Treasury Universe 3 (Sage XRT Treasury)**. 'This has helped us plan for two important upcoming changes: the replacement of the ETEBAC protocol and becoming SEPA-compliant. We are preparing for these two major challenges so that we can have peace of mind and not have to work under pressure at the last minute,' says Laurence Contion.



Find out more at www.cashontime.com