



New Billing Processes Improve Accuracy and Customer Service while Reducing Costs

A Success Story: Recall Corporation

Perot Systems provides daily business processing activities that successfully contribute to Recall's overall financial transformation initiative, which is improving customer service, improving billing accuracy, and reducing expenses.

The Challenge

Every month Recall visits more than 100,000 customer locations, providing a variety of document storage, secured destruction, and data protection services. Capturing the exact services rendered and accurately billing their customers, per contractual agreement, is a critical segment of their Perfect Order customer service program and sustains their competitive business model. As Recall grew through acquisition, they were focused on integrating these new operations and providing excellent customer service. However, the back-office functions lagged, with high staff turnover, resulting in the billing process needing improvements and operational discipline to generate consistent accuracy.

The Solution

In June 2006, Recall engaged Perot Systems to assist with their "Financial Transformation" project and develop a roadmap of related activities to improve billing processes and reduce administrative costs. As part of this initiative, Recall outsourced the majority of their North America Region billing processes to Perot Systems.

Highlights of this engagement:

- Recall worked with Perot Systems to establish a highly customized revenue management operation dedicated to Recall's North America Region, to support client billing in excess of \$25 million each month at the Perot Systems Chennai, India facility
- A joint transition team implemented standard operating procedures and accuracy service level metrics, resulting in improved internal controls, increased accuracy, and billing consistency
- The billing transaction processing remained within the Recall enterprise systems and secure IT environment

Highlights of the solution:

- Developed process discipline along with operating metrics
- Established a high-quality offshore business process delivery team

The Results

Recall has realized many tangible benefits and continues to expand their business processing activities with Perot Systems.

Recall has:

- **Increased accuracy:** Now when customers challenge billings, the data details are more available and reliable which helps support the resolution of service delivery differences and improves overall customer service.
- **Saved money:** Reduced billing department expenses by 40 percent annually.
- **Decreased total billing resources by 16 percent:** Shifting the majority of billing functions to the Perot Systems Chennai operations center leveraged global delivery advantages along with energized staffing in a cost-advantaged location.
- **Increased overall productivity:** Consistent processing quality and continuous process improvements allowed redeploying existing billing staff to more valuable corporate assignments.
- **Built strong long-term relationships:** Collaboration between the Recall and Perot Systems billing teams evolved into a true "One Team" effort.

"Turning our billing process over to Perot Systems has refocused our staff to work with strategic issues that are more valuable to our clients and our company."

Doug Duskin

CFO

Recall Corporation, North America

"I truly appreciate the way Perot Systems has partnered with us to service our customers. I don't consider them to be a vendor ... they are a part of my team."

Kimberly Scurlock

Director, Cash Management

Recall Corporation, North America

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The finance and accounting business processing solutions offered by Perot Systems help Recall manage the process, technology, and consistent quality delivery of business transactions, which helps meet the internal control standards required by their parent company, Brambles, a \$4.3 billion Australian firm.

Why Recall Chose Perot Systems

Improved, Consistent Process Quality

Recall needed a company to help them break organizational inertia and relied upon the Perot Systems reputation for operational excellence and focus on process execution. We worked as a team to develop standard operating procedures, and streamline business processes. By establishing and measuring service levels for quality attributes, processes have become reliable.

Lower Cost Structure

As a global company with operations in 20 countries, Recall understands the value of a global delivery model. Perot Systems fits into Recall's requirements due to our overall value proposition, which focuses on improving quality while reducing costs.

Project Management and Governance

The Perot Systems project transition and local governance model are key to Recall successfully utilizing well-trained offshore resources.

Technology and Security

Recall desired state of the art technology, security, and controls over their confidential business processing. Using secured access, existing enterprise systems were used for performing and storing transactional data. Our SAS70 - Type II audits indicate strong security and internal controls, which increases assurance that sensitive data, such as customer pricing information, remains confidential.

"I have watched the involvement of our outsource team and received feedback from internal, as well as our external customers. With every twist-and-turn, they have been more than helpful. I want to let you know that their involvement has been priceless!!!"

Wendy Waddell

Manager, Billing

Recall Corporation, North America

For more information about solutions for your business or organization, we invite you to contact us at 972-577-7838 or email commercial@ps.net.

About Recall

Recall Corporation is a worldwide network of document management companies helping businesses securely manage their information throughout its lifecycle. Their services include document management and storage, secured destruction services, and data protection services. Today, over 4,500 Recall associates in more than 20 countries provide approximately 80,000 customers with the benefits of working with a recognized global leader in the field.

Americas: 2300 West Plano Parkway, Plano, TX 75075 USA +1 888 31 PEROT
EMEA: 4 The Square, Stockley Park, Uxbridge UB11 1ET UK +44 (0) 20 7892 100
Asia: Plot No. 123, Shivalaya EPIP Phase-2, Whitefield Industrial Area, Bangalore 560066 India +91 (80) 2841 3000

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