

# CASE STUDY

## Industry:

Fintech, specifically online payment processing

## Client's Challenge:

First Atlantic Commerce (FAC), based in Bermuda, faced significant challenges due to reliance on manual processes and disparate applications, leading to data inaccuracies and operational inefficiencies. Their complex billing system, involving master-child relationships and tiered pricing, demanded a robust solution.



## Decision Process:

FAC's quest for a comprehensive solution to streamline their billing process and achieve seamless integration with QuickBooks Online (QBO) led them to NEX. The need for a single source of truth to eliminate manual re-entries and manage intricate billing arrangements was paramount in their decision.

## Implementation Process:

The partnership commenced with a focused approach to overhaul the billing system. This entailed creating an API for real-time transaction data retrieval, facilitating automated monthly invoice generation, and ensuring seamless QBO integration. The endeavor progressed to redefining sales and support processes, introducing a portal for direct bank inputs to eliminate redundant data entries, and further automating billing functionalities.

## Impact on Operations:

The implementation of NEX's ERP solution revolutionized FAC's operations by automating 90% of processes and establishing a unified operational platform. This automation streamlined the handling of complex billing schemes, significantly enhancing efficiency.

## Challenges and Solutions:

Integrating FAC's existing systems with NEX's automated solutions presented challenges, addressed by developing bespoke APIs and ensuring seamless data integration. The diverse billing arrangements necessitated adaptable and innovative solutions, successfully implemented by the NEX team.

## Outcome and Benefits:

FAC witnessed a remarkable transformation, with notable improvements in operational efficiency, billing accuracy, and overall data management. The automation of labor-intensive tasks redirected the focus towards growth and service enhancement, marking a milestone in FAC's operational strategy.

## User Experience:

The feedback from FAC's team and end-users has been overwhelmingly positive, with particular appreciation for the streamlined processes and the ease of managing complex billing systems.



*We had the pleasure of working closely with NEX during the implementation of their ERP solution for our business. Their professionalism, commitment to excellence, and willingness to go the extra mile were evident throughout the process. NEX's insights and support were invaluable, allowing us to streamline operations and achieve significant efficiencies. Our partnership with NEX has been outstanding, and we highly recommend their services to organizations seeking a reliable ERP solution.*

**-Tyrone Wang CA(SA)**  
Accounting & Finance  
First Atlantic Commerce Ltd.