The Challenge

Leading financial services organizations are looking to technology to help write off costs and inefficiencies from their financial operations, many from labor-intensive processes within accounting and procurement. Flexible solutions that leverage functionality and align with financial shared services can help deliver cost reductions and enhanced process efficiencies bringing value to the business.

Key Benefits

- Maximize financial operations efficiency and effectiveness in service delivery
- Automate and standardize finance, accounting and procurement processes
- Capture real-time data by utilizing reporting, dashboards, and analytics
- Mitigate risk by centralizing data and improving financial controls
- Easily on-board new suppliers
- Reduce costs by promoting a centralized Shared Services model
- Reinvest savings into strategic initiatives
- Ensure compliance with financial, accounting, and procurement policies and processes
- Improved auditing of adherence to corporate policies and procedures
- Provide a true single point of contact into Financial Shared Services for employees, customers, and suppliers

The Solution: Column Case Management

Column Case Management is an easy to implement, standalone web-based software solution that allows financial shared services organizations to implement best practices and global process improvements for order to cash, purchase to pay, record to report and other core financial processes.

Accessibility

Choose the most convenient way to reach our support team – a trained analyst can address your concern via phone, email, live chat or through the Customer Support web portal.

Case Management

Enable all tiers within the Shared Services Tiered Delivery Model to perform efficiently, while adhering to corporate policy and procedures. Column Case Management can support not only the FSS Contact / Service Center but also any relevant Tier 2 / Tier 3 support organizations. This model allows an organization to reduce costs associated with silos of information and ensure compliance with industry and corporate policies.

Self-Service

With dynamic content and knowledge article delivery, end-users (both employees and customers/suppliers) can answer their own questions without submitting requests to the service center. In instances where a communication to the service center is still warranted, a step-by-step instructional wizards walks the end-user through the process.

Contact Column Customer Support

CustomerSupport@columnit.com
888.500.7840
Live Chat via Website
Knowledgebase
Provides a framework for creating, publishing, reviewing, and searching content which is available via self-service or directly to FSS agents. Empower employees, customers, and suppliers to get the answers they need 24x7, decreasing inquiries into the FSS organization.

Integration Framework
Integrate with core FSS procurement and technology systems, such as Telephony, Procurement, and Supplier systems.

Business Intelligence
An integrated business intelligence platform allows an organization to think and act strategically by understanding and utilizing case data. The tools allows for creation of a broad range of reports and dashboards, making every decision an informed one.

Column Case Management FSS can support the following functions

- **Accounts Payable** – Allows the finance team to automate AP workflows to manage the entire invoicing and payment processes, enhancing internal controls and provides a single point of contact for AP related inquiries and requests.

- **Accounts Receivable** – Allows accounts receivable to streamline and automate the core receivables processes critical to a company’s financial health and provide a single point of contact for AR related inquiries and requests.

- **General Accounting** – Provides a support framework for risk management, budgeting and forecasting, management reporting, regulatory compliance and taxation.

- **Financial Systems Administration Support** – Provides a support framework for core financial systems, such as procurement systems, telephony, and supplier systems.

- **Procurement** – Supports the entire procure-to-pay process while ensuring enterprise-wide compliance and providing real-time visibility into spending trends and effectiveness. Provides a contact point for employees, customers, and suppliers to request status, modifications, escalations, and inquiries.

- **Vendor Management** – Simplifies information and document management associated with your vendors and has the capabilities to provide vendors with self-service access to certain shared services functions.

- **Time and Expense Management** – Provides a single point of contact into an organizations external time and expense management functions for customers and suppliers.

Security
Built on the most powerful workflow engine used by 80% of the Fortune 500 and federal organizations such as the US Defense Intelligence, Column Case Management offers organizations the most robust solution in the market. An integral part of Column Case Management’s architecture is in the Core, which ensures security tiers are established to protect data.

Licensing models
Column Case Management is offered in various licensing options to ensure the most cost effective solution. Our licensing options include:

- Perpetual/Onsite
- SaaS
- Managed Application Hosting

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About Column Technologies
Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors. Headquartered in the United States, Column has offices in Australia, India, and the United Kingdom, as well as a global partner network.

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