



CASE STUDY

Morphis' Automated Billing System Allows Armoured Car Service to Get Paid Faster

Armoured Car Services Bahamas Ltd. (ACS), a secured transport and security-related services provider based in Nassau, Bahamas, was looking for a way to make their billing system more efficient to speed up their cash flow.

“Invoices were being sent out nearly a month after the fact which resulting in it taking far too long to receive payment – sometimes as much as 60-90 days after the work was done,” says ACS General Manager Ricardo Skippings.

Skippings adds, “our billing program relied on spreadsheets and manual manipulation, which didn’t catch human errors, causing payments to be delayed and frequently wrong.”

ACS had an urgent need for an automated billing system that would help them keep their finances in order; allowing them to bill their customers more quickly and without errors.

ACS began searching for an affordable solution that would meet their needs.

ACS TURNS TO MORPHIS FOR HELP

ACS turned to Texas-based technology firm, Morphis, Inc. and their Armored Carrier Management solution Morphis•ACM to fulfill their immediate needs — and provide them with a product that could meet their future needs as well.

Designed for CIT (cash-in-transit) operators of all sizes, Morphis•ACM is a complete end-to-end cash logistics management system – from order entry to package preparation and tracking through route scheduling, and finally the most important thing on ACS’s shopping list: BILLING.

“The business of securely transporting valuables in armored vehicles has come a long way,” says Morphis CEO Gary Faulkner. “Today’s secure transportation service provider must manage immense volumes of

data to meet the modern reporting requirements of banks and retailers. This means Web-based ordering systems, bar-coded package tracking, mobile and handheld wireless communication, and of course accurate cash balancing and reporting in order to remain competitive.”

The beauty of our software is that it is affordable and expandable. As your business grows and your needs change, additional modules can be added. Because Morphis is a Software-as-a-Service (SaaS) solution it can save your organization the thousands of dollars often required to build your own enterprise IT infrastructure, adds Faulkner.

If you have a broadband connection to the Internet and a Windows® PC we can get you up and running in minutes. And, you can feel rest easy knowing your data is safe because it is hosted by Rackspace®, one of the largest IT hosting companies in the world, he says.

Founded in 1999, Morphis provides state-of-the-art currency supply chain management solutions to customers around the world including central banks, financial institutions, armored carrier/cash-in-transit companies, ATM deployers and transaction processors.

MORPHIS SOLVED THEIR BILLING ISSUE . . . AND HELPED ACS GROW

Thanks to Morphis, ACS has solved their billing issue. The innovative system allows the company to generate and submit invoices faster, more efficiently and without the errors so common with the previous manual process.

“We couldn't be happier with Morphis. Invoices are now sent consistently on the third of the month and our billing to cash turnaround time has been cut from 60-90 days to 15-20 days,” said Skippings.

“We call Morphis our secret weapon,” he adds. “None of our competition is using systems like this or working with real-time information — and we hope they never do.”



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*— Ricardo Skippings
ACS General Manager*



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“Setup was easy,” he said. “The Morphis support team was very helpful and fast to respond, despite the distance between Morphis’ office in Dallas and ACS in the Bahamas. We loved the excellent support and training we received. They make it really easy for the end user. The Morphis team worked with ACS to supply a robust and comprehensive implementation and training program, via telephone, e-mail and web conference, in about 60 days.

“We had a few unexpected surprises, too!” Skippings said. “We were pleasantly surprised to discover we can search for and find information about previous calls and sort by date, truck or customer.”

The ability to query and find information has allowed ACS to find information faster, such as client history, trip history and more. This ability has allowed the company to provide statements and feedback to their customers to ensure they are satisfied. Overall, this has resulted in improved overall client satisfaction and ACS internal process improvement.

Our customers have noticed our improved customer service too ... and no longer have any issue paying the bills, Skippings adds.

With the billing issues resolved, ACS is already looking forward to future growth. They are currently implementing mTrack™, a Morphis mobile enabled track and trace program, to capture real-time arrival and departure information from the field. ACS sees this software as a winning addition to Morphis•ACM as it will allow for more control over what is happening in the field.

Morphis also put ACS in contact other members of the “Morphis Community,” a group of Morphis customers willing to share experiences and tips. “Morphis introduced us to SecTran Armored in California,” says Skippings. “SecTran has been instrumental in helping us understand cash processing as we get that new division of the business started.”

Morphis is definitely our secret weapon. It has allowed us to dramatically improve our operational efficiency, eliminate billing errors and increase the velocity of our cash flow. As we grow, we plan to steadily implement more Morphis solutions.

— Ricardo Skippings

“We want to allow different Morphis users to be able to speak to each other,” said Alif Rahman, Morphis President and Chief Technology Officer. The goal is to allow our customers to share information, best practices and experiences, with each other to help them build their individual business.

“As we grow, we plan to steadily implement more Morphis solutions,” Skippings notes. “In addition to implementing mTrack™ and starting a cash processing division, early next year we plan to implement Morphis route optimization – which will save us even more time and money.”

“Morphis is definitely our secret weapon. It has allowed us to dramatically improve our operational efficiency, eliminate billing errors and increase the velocity of our cash flow. I have no doubt Morphis will continue to help us grow our business,” he says.