

## CASE STUDY

### Systems Analyst

### INDUSTRY

Security services

### COMPANY SIZE

Medium

### REVENUE

\$50 million



### BUSINESS SITUATION

The company's billing processes were highly manual which protracted billing timeframes, impacted cashflow, increased the workload of the billing team and heightened the risk of error. The company required an extensive redesign of their billing systems and frameworks.



### THE SOLUTION WE OFFERED

Due to our extensive experience in the consulting industry, Robert Half worked with the client to identify the right skillsets tailored to their specific business needs.

The company called for an experienced Systems Analyst with the ability to work between systems and databases. The required candidate also needed to have excellent communication skills to present data to key stakeholders.

Leveraging our large database of specialised consultants, Robert Half was able to present the client with excellent, pre-vetted candidates within one week and the contract was signed the week after.



### CLIENT'S RETURN ON INVESTMENT

As a full-time contractor, the Systems Analyst designed and built an automated billing system within nine months, achieving the objectives of speeding up billing processes and improving team efficiency by reducing manual work.

- The overall billing process timeframe had been shortened by two days per week.
- The automated billing system helped identify \$20,000-\$30,000 of unbilled revenue.
- Team morale was boosted because staff were more efficient and settled in their work.
- The company received positive feedback from their customers because of their ability to provide more detailed billing information, resulting in increased brand loyalty and customer retention.
- As a result of detailed invoicing improvements, less time is now spent handling customer billing enquiries, leaving more time to provide high-value customer support.

The security company was so satisfied with the Systems Analyst placed by Robert Half, they sought our services to find a qualified permanent Financial Controller and full-time Assistant Accountant.

We can help you with your most complex talent sourcing needs.  
[Speak with a Consultant](#) today or submit a [job order form](#).