



# How Gnet Live automated one full-time billing position with Emersion



“Emersion came across our desk, and we were like well, that looks like it does exactly what we want to do.”

— Andrew Gilbert, Managing Director, Gnet Live

Gnet Live is an internet service provider based in Lake Macquarie. They provide a range of solutions, including voice and internet services. Their Gnet Live Fixed wireless plans offer some of the fastest connection speeds in the Lake Macquarie area.

## In this story:

- Gnet Live has increased their automation capabilities with Emersion
- See how Emersion allows Gnet Live to focus on growth
- Emersion's recurring billing functionality with the automation feature was very helpful to the business

GNet Managing Director Andrew Gilbert knew that many of his day to day billing processes could be automated, which is why he focused on finding a billing platform that was designed to support the needs of the Telco industry.

He went looking for a system that could do it all, from recurring billing to service management and even real-time synchronization to Xero. That's when he found Emersion.

**Industry:** Telecom

**Location:** Australia

## Automation makes GNet's Billing Processes 8x more effective

Andrew believed that the biggest benefit of using Emersion is its automated billing functionality. Everything is automated with billing and payments becoming set and forget.

Before they implemented Emersion, GNet Live needed a full time staff member to manage their billing. With Emersion, they were able to automate that person's role, and redeploy their resources to focus on growth.

Emersion is able to automate many business processes, including usage collection and calculation, invoice generation and even payment processing. Robust service management functionality means that payments are automatically allocated to the correct account, and the service can be switched off or kept on based on the payment status.

“There's a straightforward way of getting the payments matched to the correct user. We've had very few issues out of the thousands of transactions we've processed which is very good.”

— Andrew Gilbert, Managing Director, Gnet Live

## Xero issues integrating to accounting platforms

Gnet Live were already using Xero when they made the switch to Emersion, and were delighted to find out that not only could Emersion make their billing processes more efficient, it would also push all financial information to Xero, automatically. *See the Xero Integration at work*

## The biggest benefit of Emersion isn't what you'd expect

For GNet Live, the biggest benefit of Emersion wasn't what they had expected. Through Emersion's robust automation, they were able to eliminate the equivalent of one full time staff members workload. This means that resources that were previously taken up with data entry, invoicing and billing can now be focused towards growth and providing an exceptional standard of service to their customers. *Focus on growth*

...“Emersion's improved our billing.... That's really what the value has been, increasing the automating capability of what we do. Everything for us is recurring invoicing. Every month or week is quote labour intensive and we've been able to reduce a bit of overhead because of that.”

— Andrew Gilbert, Managing Director, Gnet Live