A seamless end-to-end invoicing solution for the large utility company



The Challenge:

Traditional invoicing methods, such as paper invoices and email attachments, did not provide a reliable way to confirm receipt

The company needed a scalable, automated, and legally compliant invoicing solution that would:

- Digitally sign invoices in bulk to meet regulatory requirements.
- Ensure secure delivery via email and SMS while avoiding attachment-related issues.
- Provide verifiable confirmation that each customer had received and accessed their invoice

Background

The company was established in its current form in 1956 and plays a crucial role in providing electrical services.

The Solution

Singer-1 - a digital signature server

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Invoice Management Portal is a digital platform

To address these challenges, the company implemented a secure digital invoicing

platform that streamlines the entire

process:

- Instead of sending PDF invoices as attachments, the company now sends a secure link via email and SMS, allowing customers to download their invoices.
- The system tracks interactions if a customer clicks the link, the invoice is marked as received; if they download it, the company gains verifiable proof of access.
- A dedicated Invoice Management Portal provides real-time insights into all issued invoices, offering a centralized dashboard for tracking invoice status and compliance.
- The solution enables the company to digitally sign all 40,000 invoices each month, ensuring legal and regulatory compliance while significantly reducing manual work.

The Results

E-Signature. Transmission. Receipt Verification

By implementing this digital invoicing solution, the company achieved the following key improvements:

- 1.Automated Digital Signing All invoices are now electronically signed in bulk, ensuring regulatory compliance.
- 2. Efficient & Scalable Invoice Delivery Customers receive invoices instantly via secure email and SMS links, eliminating manual processes.
- 3. Real-Time Tracking & Verification The company can confirm whether each invoice has been accessed and downloaded, ensuring greater transparency and improved collections.

