

CYRUSONE

CYRUSONE REDUCES OVERHEAD IN
THEIR INVOICING OPERATIONS
WITH THE HELP OF JANEIRO DIGITAL





WHO IS CYRUSONE?

CyrusOne offers data center solutions and colocation services for enterprise clients. Their global data storage centers allow customers to purchase the space and services needed for housing and maintenance of their server equipment. CyrusOne operates state-of-the-art facilities that feature power and cooling efficiencies, redundancy, connectivity, and more.

Over the course of three large-scale digital projects, Janeiro Digital has proven themselves as a valuable collaborator for CyrusOne. Their iterative Rapid Alignment cycles drove a deep understanding of CyrusOne's business objectives, feasible proposals for solutions to those needs, and accurate predictions of the costs and resources required. By coupling those learnings with their innovative Design and Development process, Janeiro Digital has answered some of CyrusOne's biggest challenges.

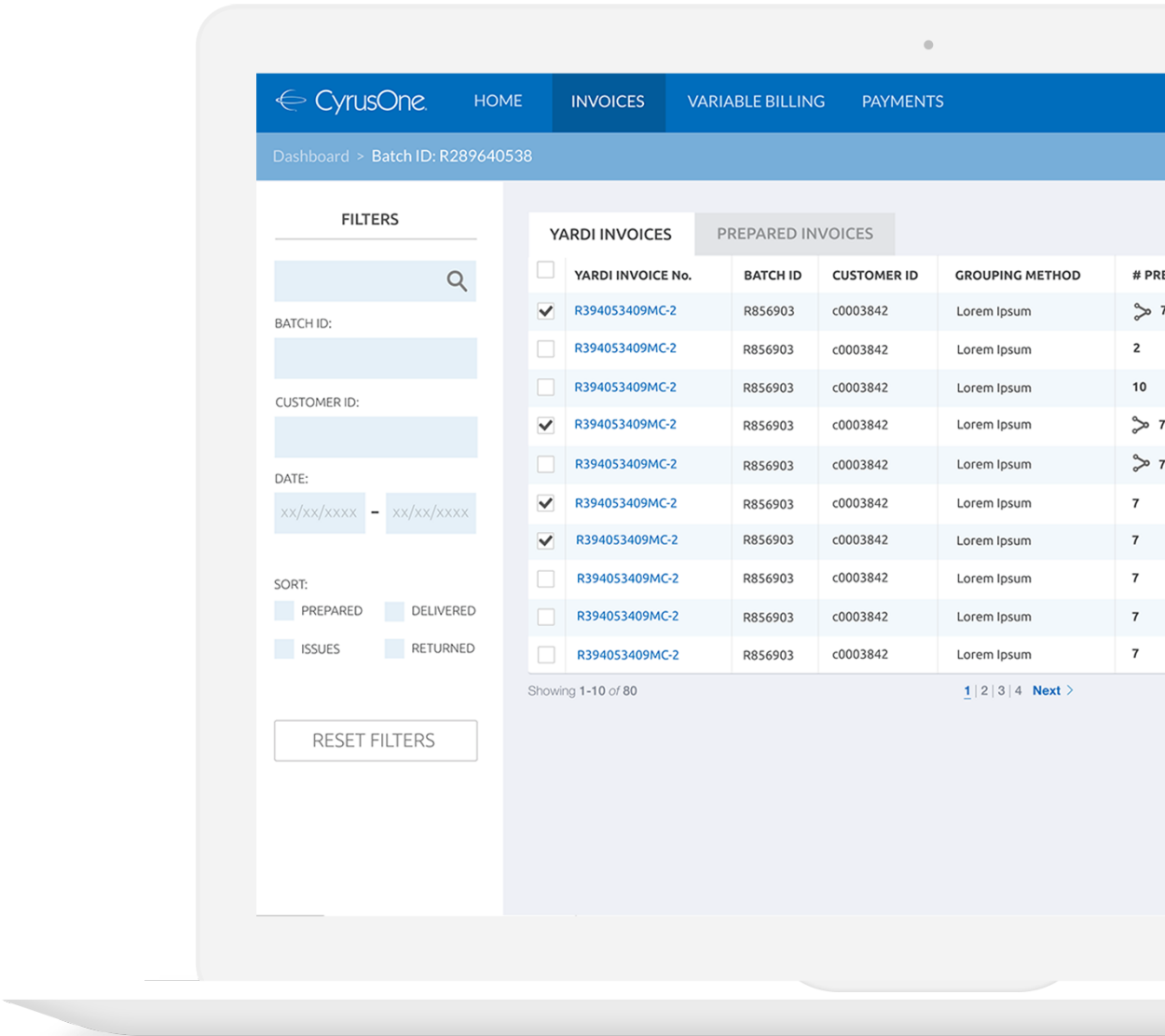
A CLEANER INVOICING SOLUTION

The success of the Express and Portal projects gave CyrusOne confidence in Janeiro Digital’s ability to deliver and other divisions within the organization began to take notice. While the first phase of Design and Development for the Portal project was underway, a member of the CyrusOne finance team came to Janeiro Digital with a struggle of his own.

CHALLENGE

CyrusOne customers each have specific invoicing requirements that vary from one to the next and even from bill to bill. Since each account and sale is unique, the discounts, promotions, service usage, and other accommodations all influence a customer’s specific invoicing.

CyrusOne was stuck in a complex process that relied on manually arranging and calculating the customizations and variables needed to prepare and deliver each month’s billing. The complicated and time-consuming manual process often inadvertently introduced errors and omissions. They were doing their best with an outdated best-fit software solution but it had a high learning curve and slow onboarding and lacked much-needed features. As the business continued to grow, concerns about scalability and the need for additional resources arose.



SOLUTION

To improve the finance team's operational capabilities, Janeiro Digital designed and built the CyrusOne Custom Invoice application. The streamlined invoicing system is flexible enough to handle all of their customer invoicing needs. It's able to generate and deliver thousands of invoices in minutes and is scalable to handle additional company growth over time.

The new application can handle customers that prefer invoicing based on distinct purchase orders, those that may need only a single grouped invoice, or any configuration in between. It removes manual processes such as importing information, assigning customizations based on customer, creating invoices, and sending them out by email. Instead, the complexities of the process are rolled into one seamless automated workflow that accounts for the intricate variables of each sale.

BENEFITS

CyrusOne is now able to bill all of their customers quickly in five minutes rather than five days. The invoice platform gives the Finance Team the assurance that they are always billing for the right amount. It removes manual processes and automates the simpler tasks, cutting down on human error.

The customized invoice solution groups and delivers invoices to customers in a flexible workflow based on customer needs, which allows for invoice changes over time without heavy manual intervention. An intuitive user experience reduces the need for specialized knowledge and training in order to assist in the invoicing process.

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Janeiro Digital has helped CyrusOne become more efficient as an organization and build new and better ways of serving our customers.

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Blake Hankins
CIO, CYRUSONE



ABOUT CYRUSONE

CyrusOne operates state-of-the-art data storage centers around the globe. They offer customized data center solutions tailored to the IT needs of their customers to help them lower short and long term capital and operating costs. This allows their customers to overcome current and future capacity constraints by responding to technological updates, meeting business growth, and complying with up-to-date industry regulations.

Learn more about CyrusOne at www.cyrusone.com.

ABOUT JANEIRO DIGITAL

Janeiro Digital is a Digital Business Consulting Services company committed to leveraging digital expertise to benefit their clients. Utilizing technology to enable and address key digital business objectives, Janeiro Digital doesn't just fix problems — they provide sustainable solutions that optimize their client's performance to better serve their customers.

Learn more at www.janeirodigital.com.



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