

# BENEFITS OF OUTSOURCING AR

MESHA

## Stable's Journey to Streamlined Accounts Receivable with Mesha

**Stable**, a professional services firm, was growing rapidly, expanding its client base and delivering exceptional services. However, this growth brought operational challenges, particularly in managing their accounts receivable (AR) processes. Delayed payments, increasing DSO (Days Sales Outstanding), and manual inefficiencies were creating roadblocks in Stable's financial workflow.

Realizing the importance of a robust AR process for ensuring steady cash flow and business stability, Stable partnered with **Mesha**, an industry leader in outsourcing AR operations powered by automation and AI. This collaboration not only addressed their immediate challenges but also set them up for sustainable growth.



With Mesha, Stable was able to:

- Streamline invoicing
- Simplify chasing after clients for payments
- Reduce overdue payments
- Optimize cash flow
- Increase client satisfaction

## About mesha



## Who We Are

Mesha is an finance bakoffice provider that specializes in providing customized solutions to streamline financial and operational processes for businesses. With a strong focus on innovation, Mesha aims to help companies enhance their efficiency and improve their financial health through intelligent automation.

## What We Do



## Stable's Challenge

As Stable's operations scaled, their AR processes became increasingly burdensome, creating significant challenges across multiple areas:

### 1. Inefficient Payment Collection:

Stable's AR team was small and overstretched. With a growing number of clients and invoices, they struggled to follow up on overdue payments consistently. Payment reminders were often delayed or missed entirely, leading to longer collection cycles and strained client relationships.

### 2. High DSO (Days Sales Outstanding):

The time it took to collect payments from clients was steadily increasing, creating cash flow

gaps that impacted Stable's ability to reinvest in growth initiatives. High DSO not only disrupted financial stability but also hindered their strategic planning.

3. **Manual Processes and Errors:**

Stable relied on outdated systems and manual workflows for invoicing, tracking payments, and reconciliation. These processes were prone to errors, such as incorrect invoice amounts, duplicate invoices, or missed reconciliation entries, all of which required additional time and effort to resolve.

4. **Client Relationship Strain:**

Clients occasionally experienced delays in receiving invoices or reminders, which created confusion and frustration. These lapses in communication risked damaging Stable's reputation and trust with their clients.

5. **Resource Constraints:**

Stable's internal team was spread thin, with AR management competing for time and resources that could have been devoted to client delivery or strategic initiatives. Adding more staff wasn't a viable option due to cost considerations.

Recognizing that their current approach was unsustainable, Stable sought a partner that could bring efficiency, expertise, and scalability to their AR operations without inflating their costs.

## The Solution

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To address these challenges, Stable turned to Mesha for a complete AR outsourcing solution that leveraged automation, AI, and industry best practices. Mesha's approach involved a combination of technology and tailored workflows to overhaul Stable's AR process from end to end.

1. **Comprehensive AR Outsourcing:**

Stable outsourced their entire AR function to Mesha, entrusting the team with invoicing, payment follow-ups, and reconciliation. This freed Stable's internal resources to focus on their core services.

2. **AI-Driven Automation:**

Mesha deployed Marcus, its flagship AI billing agent, to automate time-consuming AR tasks. The AI handled everything from sending out invoices to scheduling and executing follow-up reminders for overdue payments. Automation eliminated the risk of human error and ensured that AR processes operated consistently and efficiently.

3. **Proactive Payment Follow-ups:**

One of the standout features of Mesha's solution was its proactive approach to payment collection. Marcus followed up with clients based on personalized communication workflows, ensuring polite but firm reminders were sent before payments became overdue.

4. **Custom Integration and Reporting:**

Mesha seamlessly integrated with Stable's accounting system, ensuring real-time data flow and visibility. Customized dashboards provided Stable's leadership with a clear view of AR performance, cash flow trends, and client payment behavior.

## 5. **Scalability and Flexibility:**

Mesha's solution was designed to grow with Stable. As Stable's client base expanded, Mesha scaled its AR operations without adding strain or cost, ensuring that AR processes remained smooth and effective.

## 6. **Expertise and Insights:**

Mesha's team brought deep expertise in AR management, offering Stable insights into optimizing their invoicing terms, improving client communication, and reducing payment delays. These strategic inputs complemented the AI-driven automation, providing a holistic AR solution.

By combining advanced technology with personalized service, Mesha delivered a solution tailored to Stable's unique needs, transforming their AR process into a streamlined, reliable function.

- Reduced DSO by 40%
- Reduced overhead costs by 30%

# The Process

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## **Assessment:**

Mesha's team began with a comprehensive review of Stable's existing AR processes. This audit identified pain points, including manual inefficiencies, high DSO, and inconsistent client communication. Mesha also analyzed Stable's invoicing terms and client payment behavior to develop a tailored strategy.

## 1. **Implementation:**

Mesha deployed its AI-powered AR automation tools, led by Marcus. Integration with Stable's existing accounting software ensured seamless data flow, while Mesha's team designed workflows to handle invoicing, follow-ups, and reconciliation efficiently.

## 2. **Onboarding and Training:**

The transition from Stable's internal AR management to Mesha's outsourced solution was carefully planned. Mesha worked closely with Stable's team during the onboarding phase, addressing concerns, answering questions, and ensuring a smooth handover.

## 3. **Optimization:**

Over time, Mesha fine-tuned the processes based on real-time insights and feedback. The AI agents adapted to Stable's unique payment cycles, client preferences, and communication styles, optimizing performance and results.

# Results & Impact

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Mesha's intervention delivered transformative results for Stable, including:

- **40% Reduction in DSO:** Payments were collected faster, improving cash flow stability.
- **20+ Hours Saved Weekly:** Automation reduced the manual workload, freeing up valuable team time.
- **30% Overhead Reduction:** Stable avoided hiring additional AR staff, reducing costs without sacrificing efficiency.
- **Improved Client Relationships:** Clients appreciated the clear, consistent communication, strengthening their trust in Stable.
- **Seamless Scalability:** Mesha supported Stable's growth, handling an increased workload effortlessly.

## Conclusion

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Stable's collaboration with Mesha is a powerful example of how outsourcing AR can drive efficiency, reduce costs, and enable businesses to focus on their core strengths. By leveraging Mesha's AI-powered solutions, Stable transformed its AR operations, overcoming longstanding challenges and achieving sustainable growth.

For professional services firms like Stable, Mesha offers a reliable, scalable, and results-driven approach to AR management. This partnership exemplifies how innovation and expertise can turn operational pain points into opportunities for growth and success.

## Contact

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For feedback, partnerships, or further information, please feel free to contact us at [sales@mesha.club](mailto:sales@mesha.club)

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