

Beyond Traditional ERP:

How Columbus Global Transformed Subscription Management and Accelerated Project & Financial Processes, with LISA Enterprise.

About Columbus Global:

Columbus Global, a professional services company specializing in digital transformation, sought to modernize its subscription management processes. Facing increasing complexity in project-based services, the company needed to improve automation, streamline financial processes, and enhance collaboration across teams. To achieve this, Columbus Global leveraged Bluefort's LISA Enterprise for Microsoft Dynamics 365 Finance and Operations, enabling greater efficiency, real-time insights, and improved financial visibility.

75%

Reduction in Central Finance Team Overhead

Streamlined operations boosted cross-border profitability.

65%

Faster Invoice Processing

Consolidated invoicing cut processing time to real-time.

99%

Billing Accuracy

Reduced human error in invoicing also cut revenue leakage by 1%.



Global Scalability

Supported regional compliance requirements for multiple legal entities.



Accurate Revenue Recognition

Consolidated subscription billing, real-time usage tracking, and automated invoicing.



AI-Driven Efficiency

Cutting overhead & freeing up teams to focus on higher-value activities.



Enhanced Profit Visibility

Clarity in each subscription's profitability, for strategic pricing & discount decisions.



Business Challenges:

Before implementing LISA Enterprise within Microsoft Dynamics 365, Columbus Global encountered several operational inefficiencies due to the heavily limited out-of-the-box Subscription Billing functionalities within FSCM:

- **Limited Automation in Subscription Management:** Manual processes led to delays and inconsistencies in project and financial workflows.
- **Complex Billing and Revenue Recognition:** Invoicing across multiple parties and tracking subscription-based revenue posed financial challenges.
- **Disconnected Workforce Collaboration:** Teams managing project execution, finance, and HR operated in siloed systems, impacting efficiency.
- **Resource Constraints:** Hiring and managing consultants effectively was challenging due to a lack of integrated workforce planning.
- **Inefficient Financial Tracking:** The finance team struggled with real-time visibility into project profitability and invoice processing.


Solution:

Columbus Global adopted LISA Enterprise within their existing Microsoft Dynamics 365 FSCM platform to enable end to end and organisation wide subscription operations, automating processes, improve project management and significantly optimizing costs. Key enhancements included:

✅ Automated Subscription Quoting & Billing

Before: Teams manually quoted subscription-based services, managing diverse billing rules and complex processes across multiple spreadsheets.


After: LISA Enterprise automatically handles Upfront Billing, Consumption-Based In-Arrears, Perpetual & Enhancement Plans, and Managed Services. This unified approach streamlines workflows, reduces errors, and eliminates repetitive data entry.

 **Impact:** Faster turnaround on subscription proposals and improved cash flow.

✅ Third-Party Vendor Reconciliation & Margin Analysis

Before: Tracking supplier-side costs, customer discounts, overall margins, and other key metrics for resold subscriptions was difficult and error-prone.


After: LISA Enterprise centralizes vendor discount data, automatically reconciles supplier invoices with customer subscriptions, and calculates margins in real-time.

 **Impact:** Improved profit visibility, accurate discount governance, and faster billing cycles.

✅ Entitlement Management for Project Subscriptions

Before: Overage hours on managed services or support plans were frequently underbilled due to manual tracking.

After: LISA Enterprise's entitlement management ensures all usage beyond contracted hours is properly billed, enabling accurate revenue capture for project-based subscriptions.


 **Impact:** Greater revenue integrity and fewer billing disputes.

Solution

✅ Bulk Price Indexation & Discount Updates

Before: Applying annual price increases or changes in discount structures across thousands of contracts was time-consuming and risked human errors.


After: LISA Enterprise automates mass updates to subscription pricing or discounts, ensuring consistent application with minimal effort.

 **Impact:** Increased efficiency, consistency, and agility in contract adjustments.

✅ AI-Powered Invoice Automation

Before: Vendor invoices were processed manually, causing payment delays and errors.


After: AI-driven invoice capture in LISA Enterprise automates processing, matches invoices to purchase orders, and flags exceptions for rapid resolution.

 **Impact:** Reduced invoice cycle time by 65%, improved accuracy reducing revenue leakage by 1%, and enhanced financial control.

✅ Real-Time Financial Insights & Forecasting

Before: Finance teams lacked a clear, consolidated view of revenue, expenses, cash flow, and profitability.


After: LISA Enterprise provides analytics dashboards and robust forecasting tools. CFOs can quickly assess profitability risks and act before issues escalate.

 **Impact:** Greater financial transparency, data-driven decision-making, and proactive risk management.

✅ Multi-Legal Entity & Global Compliance

Before: Operating in multiple regions created challenges around distinct compliance, tax, and reporting requirements.

After: LISA Enterprise seamlessly supports **multiple legal entities**, accommodating each jurisdiction's regulations while maintaining consistent processes, all centrally managed vs. the previous multi-region set-up.

 **Impact:** 75% reduction in central finance team resources with streamlined cross-border operations, reduced compliance risk and improved operational profitability.

Conclusion:

Columbus Global's successful LISA Enterprise deployment has truly transformed its subscription-based services, from automating billing and revenue tracking to fostering seamless collaboration across finance and operations teams. In doing so, Columbus accelerated cash flow, improved profitability through real-time margin insights, and slashed overhead by automating complex processes. By unifying multi-entity compliance and harnessing AI-driven invoice management, they not only achieved accurate, efficient revenue recognition, but also gained the agility to scale globally. The result is a robust, future-ready Microsoft Dynamics 365 ecosystem that empowers Columbus Global to innovate, respond to market changes swiftly, and maintain a sustainable competitive edge in the ever-evolving service-centric industry.



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