

Case Study: Automating Complex Billing for Scalable Growth

Client: F12

Industry: IT Services & Managed Services

Executive Summary

F12, a Canada-based managed service provider, was already live on NetSuite when they discovered a major gap: the native billing functionality would be a step down from their in-house system. Partnering with **StratusGreen** and implementing **Paper Street Agreements** in NetSuite allowed F12 to automate invoice creation, dramatically reduce errors, and retire their legacy ERP. With billing stabilized, F12 is now executing on an ambitious plan to triple in size over five years.

The Challenge

- **Manual, time-heavy invoicing** - Around 1,500 contracts, each requiring its own invoice, had to be created one at a time in NetSuite, overloading the business operations team.
- **High error rate & credit memos** - Manual processes led to a “large number of credit memos” as incorrect invoices had to be corrected and reissued.
- **Aging custom ERP** - F12’s founder-built ERP handled contracts and finance but couldn’t keep up with growth trajectory or performance needs, especially given F12’s mergers and acquisitions-driven growth model.
- **Complex MSP offerings** - Tracking which user had which asset, and aligning that with contracts and billing, was cumbersome with standard tools alone.

“Paper Street Agreements let us generate all our invoices in mass with one or two buttons, reducing the manual errors that were becoming grossly untenable.”

- Chris Gignac, Managing Partner, F12 -

The Solution

StratusGreen implemented Paper Street Agreements within F12’s existing NetSuite environment to restore and enhance the sophistication of their prior custom system.

- Automated mass invoice generation replaced manual entry.
- Automation removed fragile manual steps, cutting down on incorrect invoices and credit memos.
- F12 ran their custom billing tool in parallel with NetSuite for about a year, then fully deprecated it once Agreements was in place.
- Newly acquired companies’ contracts are now enrolled into F12’s NetSuite instance so billing is standardized from day one.

Why It Worked

- Direct access to StratusGreen’s team of experts.
- Proactive outreach on issues and opportunities.
- Clear, practical guidance compared to large-vendor queues and jargon.

Current State

- Stabilized billing & ERP foundation that F12 is confident will support growth for the next five years and beyond.
- Capacity to focus on innovation elsewhere instead of firefighting billing issues.
- An M&A-ready platform that simplifies integrating new acquisitions and their contacts.

