

# From payment friction to financial flow

In a global marketplace where speed, accuracy, and customer experience drive revenue, even established manufacturers cannot tolerate friction in core financial processes. For a leading UK cable supplier operating in over 130 countries, limitations in their online payment journey were causing delays and customer dissatisfaction.

With a portfolio manufactured to British, European and international standards and supporting projects across rail, mining, oil & gas, construction and infrastructure, maintaining a seamless, professional payment experience was not optional – it was essential to protecting cash flow, operational efficiency and brand reputation.

## 1 Navigating operational friction

The existing payment system lacked transparency and efficiency, which **prevented customers from accurately tracking invoice settlements and calculating outstanding balances.**

These limitations caused delays in payment processing, straining customer relationships, and created operational inefficiencies within the finance function, ultimately impacting cash flow and business performance.

## 2 A strategic shift

The organisation required a streamlined, user-friendly solution within Microsoft Dynamics 365 that would:

- **Improve visibility of outstanding balances**
- **Simplify invoice settlement selection**
- **Reduce manual calculation errors**
- **Accelerate the overall online payment journey**

The objective was clear: remove friction from the payment process while strengthening financial control and customer experience.

## 3 Transformative solutions

Our Dynamics 365 specialists conducted a rapid assessment of the client's system configuration, identifying opportunities for targeted customisation.

The D365 environment was enhanced to **improve financial clarity and user experience**, including the introduction of a visible Running Total field, an Amount to Pay column, Settle Transaction functionality, and Amount to Settle fields.

Greater financial visibility, improved usability, and more efficient transaction management.



## Driving organisational excellence. Optimising payment efficiency and growth.

Leveraging these bespoke D365 configurations, the process of entering customer payments has been significantly streamlined, enabling users to quickly and accurately identify which invoices each payment applies to.

The online payment workflow is now faster, more intuitive, and secure, reducing errors and operational friction. The impact has been measurable: online payment processing efficiency has improved, user adoption has increased, and the client has experienced a tangible uplift in online sales and revenue.

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Streamline and Integrate Business  
Solutions Through Technology.

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