

CUSTOMER CASE STUDY / LABORATORY BILLING

CSP Labs cuts invoice preparation to under five minutes.

Delta Adaptive Systems brought order details, test reports, pricing, discounts, and accounting information into one screen, helping CSP Labs reclaim an estimated **87.5 hours of billing time each month**.

BEFORE	AFTER	ESTIMATED TIME SAVED
15-20	< 5	87.5
minutes per invoice	minutes per invoice	hours per month

Based on CSP Labs estimates. Calculation details appear on page 2.

01 / THE CHALLENGE

Every invoice meant another round of lookups.

CSP Labs has provided analytical testing services for more than 30 years. Its catalog includes hundreds of services, each with different prices, add-ons, and ways of recording the work.

The billing specialist checked orders and test reports in the laboratory information management system (LIMS), then cross-referenced pricing and customer discounts in Google Sheets before preparing the invoice in Xero. Tests ordered and work performed could differ, making every detail important.

AT A GLANCE

CUSTOMER

CSP Labs

WORKFLOW

Invoice preparation

DAILY VOLUME

About 20 invoices

SYSTEMS

LIMS, Google Sheets, and Xero

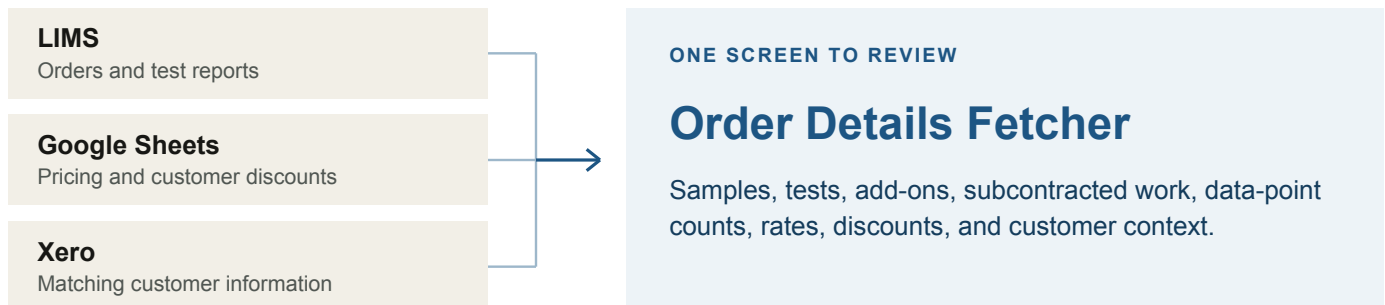
CUSTOM TOOL

Order Details Fetcher

02 / THE SOLUTION

The details come together in one screen.

Order Details Fetcher gathers the information needed to bill an order. The specialist reviews the assembled details, then prepares the invoice in Xero.



Built around the way the lab already works

CSP Labs kept its existing systems and recording conventions. A handful of prototype reviews with the billing specialist, using actual orders, showed which details were missing and what needed to be seen together.

03 / THE RESULTS

More time for work that needs a person.

Preparation time fell by roughly 71%, using the midpoint of the previous range and five minutes afterward. At about 20 invoices a day, the saved time adds up.

\$3,600

estimated monthly value
of recovered staff time

\$400

monthly subscription
for this tool

9x

estimated time value
relative to subscription

About the estimates. Figures are based on CSP Labs estimates. Monthly time saved: $(17.5 - 5) \text{ minutes} \times 20 \text{ invoices} \times 21 \text{ working days} / 60 = 87.5 \text{ hours}$. Five minutes is used conservatively. $\$3,600 / \$400 = 9x$. Recovered staff-time value is not a measured reduction in payroll costs.

Make the everyday work easier.

Show us the manual steps. You do not need a technical plan.

Let's talk at das.dev