



THE CUSTOMER

JustLogin is a leading cloud-based HR software solutions provider in Singapore. Offered in a modular management structure, the company's integrated software meets the evolving people-management needs of businesses across a variety of industries.

BENEFITS SNAPSHOT



90% GAIN IN BILLING EFFICIENCY:

Hours spent on billing tasks reduced by 90%



3X BUSINESS GROWTH:

Tripled business without having to increase staff



INCREASED COMPETITIVE ADVANTAGE:

Advanced pricing flexibility allows for creative pricing strategies and deal-making

INCREASED BUSINESS BY 3X WHILE SPENDING 90% LESS TIME ON BILLING



JUSTLOGIN'S STORY

With two decades of experience in the human resource management space, JustLogin evolved from a company that focused specifically on office and workflow automation to one that now addresses the full range of its customers' HR requirements.

Although the company built up an ISO 27001-certified, award-winning suite of cloud-based HR applications, it was struggling with a lack of efficiency and automation on its billing end. JustLogin's leadership knew that to enhance its sales and payment processes, it would need to implement a better billing solution.



THE CHALLENGE

The greatest challenge for JustLogin was the amount of manual intervention required to invoice its customers on a monthly basis. It took two to three team members working overtime for two weeks to bill the company's 800 customers.

JustLogin's previous billing system also created barriers for its sales team. The system's lack of pricing flexibility meant sales couldn't get creative with its deal-making—an extremely frustrating restriction in a region where negotiating prices is commonplace.

Finally, the company was stuck receiving most of its payments via check and wire transfers. Credit card payments were a vision it was looking to embrace, as well as greater self-service functionality in general.

The automation of recurring billing is a business superpower. **Let's start your origin story.**



THE SOLUTION

After reviewing numerous subscription billing solutions, JustLogin selected Stax Bill to solve its growth challenges.

Since the transition, the company has dramatically reduced the amount of time it spends on billing. Most customers now receive their invoices on day one. And once received, customers have the option to pay immediately with credit cards—a huge convenience for customers and functionality that gets JustLogin paid faster.

The increased efficiencies have enabled JustLogin to grow its customer-base seamlessly.



THE BENEFITS

Since starting with Stax Bill, the JustLogin team has decreased invoicing errors and reduced the time it spends on billing by 90%. When customers contact the company with issues, they are resolved in record time, resulting in an increased level of customer satisfaction.

With automated billing and subscription management in place, the company has grown by 3X with the same number of employees. Additionally, the finance team no longer needs to put in overtime to complete the billing process.

JustLogin can now implement various pricing strategies at the customer level—from tiered to stairstep and volume. With complete pricing flexibility, its sales team can structure deals for customers in whichever way they like. This has given them a distinct competitive advantage.

With streamlined automation and the confidence to continue handling rapid growth of its customer base, JustLogin is now looking to moving into other geographic areas. Thanks to Stax Bill's ability to handle multiple currencies and taxation structures, this outward expansion is now possible.



Our business has scaled up three times, but we are actually spending less time on billing and more time on the proactive side of the company's expansion.

- Chiou Hao Chan

COO, JustLogin



It used to take us two weeks to send invoices for everybody. Now, at the turn the clock by midnight, crossing to next morning, we will have sent most of the invoices.

- Chiou Hao Chan

COO, JustLogin



We now do more volume business with the same amount of team members.

- Chiou Hao Chan

COO, JustLogin



The finance team is able to cope with any issues much, much faster than before. In terms of customer satisfaction and customer general response, we are able to pacify an irritated customer much faster than we were in the past.

- Chiou Hao Chan

COO, JustLogin



We see [Stax Bill] as a nice platform for us to expand regionally because of its capability to handle multiple currencies, different taxation structures, and so forth. Now that we have implemented [Stax Bill], I think it has provided us with the confidence to go into regional markets to handle the billing as effectively as it has to date.

- Chiou Hao Chan

COO, JustLogin