CASE STUDY

$60M in Disputes. $30M in Recoverable Cash. One Decision.

Revenue Integrity & Dispute Resolution | Enterprise Technology Distribution

DISPUTE BACKLOG	CASH RECOVERED	ROOT CAUSE
$60M	$30M	Bad Data in Revenue Stream

THE SITUATION

A $60M dispute backlog was strangling collections. The AR team flagged disputes as their single biggest problem. Leadership had treated it as a collections issue. It was not.

WHAT WE FOUND

The disputed invoices were not real. Server misconfigurations had entered the revenue stream, billed to customers, and sat there unchallenged. Nobody had the authority or the appetite to remove them. The predecessor in the role had simply pulled them out of reporting.

The business consequence extended beyond the balance sheet. Customers carrying legitimate invoices withheld payment because the bad invoices created billing confusion. The $60M dispute balance was not a paper problem. It was blocking $30M in real cash.

> ***"The invoices were not valid. But no one was willing to remove them. They just sat in the revenue stream blocking real cash from coming in."***

WHAT WE DID

We made the case directly to the GM: this was not a revenue recognition debate. These invoices should never have entered the revenue stream. Leaving them in place cost the business real money. We won the argument.

We then built a training program to prevent misconfigured orders from reaching billing in the future, worked with accounting to eliminate the invalid invoices, and deployed the AR team to contact customers with corrections. The path to payment became clear.

THE RESULT

$30M in legitimate receivables came in. The remaining dispute balance reflected actual customer disagreements, not phantom invoices, giving the team a clean, workable portfolio for the first time.

The lesson: bad data in the revenue stream does not stay in the revenue stream. It migrates downstream and blocks cash that would otherwise come in on its own.