



SUCCESS STORY

Full Bandwidth Success.

United Internet masters large transaction volumes with TIS.

Learn more at tispayments.com >>

ABOUT UNITED INTERNET

United Internet is a leading European internet specialist with over 28 million paid customer contracts and more than 40 million ad-supported free accounts.

At the core of United Internet is a powerful “Internet factory” with 10,800 employees, approximately 3,800 of whom work in product management, development, and data centers. In addition to strong sales through established brands like 1&1, GMX, WEB.DE, IONOS, STRATO and 1&1 Versatel, United Internet is known for outstanding operational excellence.

Individuals and business customers at United Internet receive landline and mobile internet access products as well as various cloud applications – since the end of 2023, also in their own, modern 5G network. The use of these services is managed through subscription contracts with fixed monthly amounts and variable, consumption-dependent additional fees.

The United Internet Group is represented at around 40 domestic and international locations, generating an annual turnover of approximately 6 billion EUR.

United Internet Key Facts At-A-Glance



Leading European
**Internet
Specialist**



40
Locations



~6 Billion €
Annual Turnover



10.8K
Employees



>28 Million
Paid Customer
Contracts

CHALLENGES IN TREASURY

As a leading internet provider with a broad brand and service portfolio ranging from mobile contracts, broadband internet, web hosting, cloud, and e-business services to individual telecommunication solutions, United Internet has an extraordinarily large and growing customer volume. With over **28 million paid customer contracts** from both individuals and businesses, the **volume of direct debits and transactions** that their Treasury systems must handle efficiently is substantial.

However, this is precisely where a challenge presented itself. **The existing systems were significantly strained due to the mass of transactions and data**, risking system crashes during routine operations such as using search functions. Additionally, the Treasury system landscape was characterized by a multitude of different, non-harmonized ERP systems at various locations, resulting in **gaps in system communication and inefficient processes**.



UNITED INTERNET PROJECT GOALS

1.

Payments to be Processed on a **Stable System and at a Higher Speed.**



2.

Relieve the In-House IT Dept. from **Severe Maintenance and Payment Format Translations.**



3.

A Solution to Ensure **Flexibility and Futureproofing.**



The desire for a **significant performance improvement** in the processing of their extraordinary mass payment volumes was the main motivation for United Internet's Treasury department to revamp its system landscape. They were aiming for payments to be processed on a stable system and at a higher speed.

This was to be achieved through a **new, cloud-based, and centralized Treasury technology solution**, optimizing interfaces to both different banks and ERP systems, and also replacing a multitude of different platforms. Efficiency gains and secure processes through automated data exchange and harmonized data streams were some of the goals that United Internet's Treasury department strived to achieve.

At the same time, by outsourcing connectivity, they aimed to relieve their in-house IT department from server maintenance and payment format translations. Thus, they wanted to ensure that **Treasury system administration would be simplified and standardized from both IT and Treasury perspectives.**

Lastly, in light of the ongoing global expansion, it was important for the Treasury team to ensure flexibility and futureproofing through the new technology solution and its comprehensive bank and system connectivity.

PROJECT IMPLEMENTATION

Over a project period of only four months, TIS's central payment platform was implemented in five sub-group areas of United Internet, covering **80 companies and 170 accounts at 14 different banks**. This involved processing an annual number of transactions in the triple-digit millions.

In the following four months, fine-tuning was carried out, so that within a very short time and with only minor adjustments, the bank connections in Germany and abroad, as well as the integration of relevant ERP and back-office

systems with TIS, were successfully resolved to United Internet's fullest satisfaction. 130 active users were onboarded during this period, accessing TIS via Single-Sign-On.

The multitude of required payment and account statement formats needed for connectivity and automated, harmonized data exchange between the 170 accounts at 14 different banks on one side and the various Treasury systems on the other side were provided by TIS in this short time, as the platform has one of the largest format libraries worldwide.

United Internet's internal IT department has been significantly relieved, in part because TIS continuously works on developing new formats and maintaining existing ones.

The connection from SAP to TIS in United Internet's Treasury Technology project is done through an RFC interface and three network drives (TIS Agent), allowing for the **direct processing of a variety of payment receipts and direct debits through the TIS Agent**. TIS, as an SAP-certified partner, could rely on extensive experience and ensure a smooth implementation.

PROJECT OVERVIEW



5 SUB-GROUP AREAS

with 80 companies and 170 bank accounts at 14 banks



TRANSACTION VOLUME

in the triple-digit millions



INTEGRATION WITH VARIOUS ERP SYSTEMS, including SAP via TIS-Agent



ONBOARDING of 130 active users



4 MONTHS for full implementation & **4 MONTHS** of fine-tuning

PROJECT ACHIEVEMENTS

- ✓ Efficiency in the **Processing of Mass Payments**
- ✓ Efficiency of **Daily Disposition in Treasury**
- ✓ **High Degree of Automation** in the Payment Workflow
- ✓ **Time Savings** in Research and Analysis
- ✓ Efficient and **Centralized User Management**
- ✓ **Standardized Treasury System Administration**
- ✓ **Reduced Internal IT Effort**
- ✓ **Future-proof System Setup**



With TIS, we have now implemented a solution that allows us to manage our extraordinary payment volumes much more efficiently. At the same time, we have harmonized our processes. Not only has the Treasury benefited, but also AP and AR.

Andreas Rieser, Senior Treasury Manager, UNITED INTERNET



Processing daily account reports in **UNDER FIVE MINUTES**



Revenue research with a **TIME SAVING OF 90%**



SIGNIFICANTLY HIGHER QUALITY of possible transaction analysis, e.g., regarding bank charges

ADDITIONAL SUCCESS FACTORS

Key success factors for the swift and successful project implementation and the achievement of all project goals included, according to Andreas Rieser, Senior Treasury Manager at United Internet, not only the comprehensive capabilities of TIS's software solution but also the following aspects:



Competence

The technical support from TIS, including the hotline, is excellent.



Resources

The test environment was invaluable during implementation.



Focus

A dedicated project team member focuses intensively on the functions and testing.



Efficiency

Only five project days from the TIS consultant were necessary for the introduction.

9.1



CLIENT SATISFACTION

Scoring out of 10 (best)

Feedback from customers on **Capterra** and **TrustRadius**

ABOUT TIS

TIS helps CFOs, Treasurers, and Finance teams transform their global cash flow, liquidity, and payment functions. Since 2010, our award-winning cloud platform and best-in-class service model have empowered the entire office of the CFO to collaborate more effectively and attain maximum efficiency, automation, and control. By streamlining connectivity between our customers' back-office systems and their worldwide banks, vendors, and business partners, TIS enables users to achieve superior performance in key areas surrounding cash forecasting, working capital, outbound payments, financial messaging, fraud prevention, payment compliance, and more.

With over 11,000 banking options, \$80 billion in daily cash managed, and \$2.7 trillion in annual transaction volume, TIS has a proven track record of combining our unparalleled market expertise with tailored client and community feedback to drive digital transformation for companies of all sizes and industries. As a result, hundreds of organizations and thousands of practitioners rely on TIS daily to gain strategic advantage, monetize data, improve operational efficiency, and better manage risk.

For more information, visit tispayments.com and begin reimagining your approach to global cash flow, liquidity, and payments.

Cash Flow, Liquidity & Payments.

Learn more at tispayments.com »

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