

Bacancy Takes Over and Completes Critical Billing Automation for Leading IT Services Firm



Los Angeles, California Jul 22, 2025 ([Issuewire.com](https://www.issuewire.com)) - Bacancy Technology, a top agile software development firm, has implemented a billing automation solution for a Managed Service Provider (MSP). This combines its ticketing solution with its financial system. The solution eliminates frequent slowness and human mistakes in the client's billing process and makes billing processes quick, accurate, and reliable.

The multi-location managed service provider hired a contractor to work on this solution. They did a proof

of concept and a working automation, but they did not complete the work. Bacancy's engineering team got the project, went through the code available with them, fixed issues, and delivered a stable and scalable billing automation solution.

The project began with the knowledge transfer from the departing contractor. Upon discovering the existing configuration, Bacancy developed an application that links resolved tickets to ready data. The data flows straight from the ticket system to the finance application without any manual intervention.

Bacancy made this possible through its expertise in [workflow automation services](#). The team employed this capability to create an automated connection between the ticketing system and accounting software, which allows for real-time invoicing with less effort.

Business Impact at a Glance

- **Faster Invoice Generation:** Once tickets are solved, invoices are sent out at once, which speeds up the process and minimizes delays.
- **Error-Free Billing:** The risk of errors through hand keying is eliminated, which provides assurance to billing accuracy.
- **Improved Team Productivity:** Internal employees no longer waste their time gathering billing information for hours, freeing them up for more productive tasks.
- **Scalable Solution:** It can process additional tickets and fund transactions as the MSP expands.

Bacancy took over an incomplete project and turned it into a strong, fully working solution that supports the client's business. The MSP now has a smooth billing process that runs automatically in the background, helping the team work more confidently and satisfy their clients.

"We were left with an incomplete system that caused delays in our billing. Bacancy understood our needs and delivered a solution that worked exactly as we needed. The transition was smooth, and now our billing process runs without friction." -The MSP's Operations Manager.

About Company

Bacancy is a global technology solutions company that specializes in agile software development, web and mobile app development, cloud solutions, and enterprise digital transformation. With a team of 1050+ skilled professionals across 12+ global locations, Bacancy has served over 800 clients worldwide, including Fortune 500 companies and fast-growing startups.

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