DECISIONS

BUSINESS SERVICES | DEVELOP INVOICING PROCESSES 3-4X FASTER

ABOUT THE CLIENT

Fire Recovery is a specialized service provider focused on managing invoicing and financial processes for fire departments and emergency service organizations across the United States. Their operations involve handling complex invoicing workflows that require high accuracy and efficiency, ensuring that first responders receive timely reimbursements for their services.

TRANSFORMING INVOICING WITH INTELLIGENT AUTOMATION

CHALLENGE : A MANUAL AND INEFFICIENT INVOICING PROCESS

Before implementing Decisions, Fire Recovery relied on a heavily manual process driven by stored procedures within their database and Azure-based functions. Their invoicing system was labor-intensive, repetitive, and highly dependent on manual input, making it difficult to scale.

Additionally, there were significant challenges with process accountability, as steps in workflows were often skipped or missed, leading to inconsistencies and delays. This inefficiency and the tedious nature of the manual work made it increasingly difficult to manage workloads effectively and maintain operational speed.

SOLUTION: AI-DRIVEN AUTOMATION WITH DECISIONS

Fire Recovery turned to Decisions to streamline and automate its invoicing workflows, integrating AI-driven decision-making to eliminate inefficiencies and reduce manual work. The company selected Decisions due to its:

- Visual workflow builder that replaced cumbersome stored procedures with dynamic, automated processes.

- AI-driven automation that reduced the need for manual input, allowing invoices to be built automatically.

- Seamless API integration, making it easier to connect with external vendors and process large volumes of data quickly.

- Dedicated training and support, ensuring a smooth onboarding experience and enabling Fire Recovery's internal teams to take full ownership of the system.

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"We are able to build the AI workflows in Decisions, which has significantly reduced manual operations." **STEVE CRUME, FIRE RECOVERY**

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IMPLEMENTATION & RESULTS:
FASTER PROCESSES, IMPROVED ACCOUNTABILITY

Within 30 days of deploying Decisions, Fire Recovery had production workflows live, and within two to three weeks, they were already processing projects with AI automation.

Key benefits realized:

- **3-4x Faster Development:** With Decisions, processes that once required extensive coding and database scripting can now be built significantly faster.

- **Enhanced Process Accountability:** Automated workflows ensure that no steps are skipped, providing greater transparency and consistency.

- **Wider Accessibility:** Decisions' low-code interface enables non-developers to manage and build workflows.

- **Superior Support:** Fire Recovery benefits from Decisions customer support, noting their responsiveness and willingness to tailor solutions to meet business needs.

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"One of the biggest ROI factors with Decisions is that we've been able to tackle a lot more small projects in a shorter timeframe. Things that would have been put on hold due to limited developer capacity are now being handled efficiently."

JUSTIN POWELL, FIRE RECOVERY

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CONCLUSION: A FUTURE-PROOF INVOICING SOLUTION

By integrating Decisions AI-driven automation, Fire Recovery has drastically improved the efficiency of its invoicing operations. The organization now operates a more scalable, transparent, and intelligent process, allowing them to focus on strategic growth while ensuring first responders get paid faster.

ABOUT DECISIONS

Decisions is a powerful, comprehensive low-code process automation platform that empowers businesses to streamline processes, optimize operational efficiencies, ensure regulatory compliance, and enhance customer experiences. Trusted globally across all industries, Decisions merges AI tools, a robust rules engine, workflow management, process mining, interface designers, and integration orchestration to help organizations code less and achieve more.

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