



# Smarter Billing, Faster Payments: A Government Agency Transforms Chargebacks with Proven Optics



## The Approach

A government agency urgently needed a secure, efficient chargeback system after retiring its previous solution. Proven Optics launched a pilot project to implement a modern chargeback system on ServiceNow, designed to streamline operations and enhance financial transparency.

The key challenge was replacing a slow, manual process that relied on spreadsheets to track chargebacks across multiple contracts. This inefficiency led to delays in fund recovery and service payments. The solution required a secure, automated approach to ensure accuracy, speed, and compliance in a highly sensitive environment.

## The Solution Implemented

Proven Optics implemented its Billing Software, integrated with ServiceNow's CSM and Request Management, to streamline the agency's complex billing and chargeback process. The integration automated key steps, from customer data intake to invoice creation, minimizing manual effort. Its low-code, no-code architecture allowed for easy customization, making the solution both flexible and cost-effective.

## Key Features and Capabilities

### ServiceNow Integration

Automatically creates billing records, stage tables, and invoices, improving accuracy and efficiency.

### Low-Code/ No-Code

Allows for customer-specific modifications without costly development resources.

### Automated Payment Decomposition

Eliminates manual breakdown of payments, reducing errors and accelerating fund recovery.

## Challenges Overcome

Prior to implementing Proven Optics, the agency relied on a manual decomposition process using complex spreadsheets. The new system automated this process, allowing for quicker, more accurate payment allocation across multiple contracts. This improvement significantly reduced delays in funding recovery, enhanced financial operations, and minimized service payment delays. They now process over \$40 million in chargebacks annually.

# \$40M

**In Chargebacks  
Processed Annually**



## Partnership with New River Systems

Partnering with New River Systems (NRS), a leader in ServiceNow for classified environments, was key to success. NRS's deep expertise ensured security and operational compliance, enabling Proven Optics to deliver a robust, secure, on-premise solution that enhances financial transparency and provides rapid service insights.

## Looking Ahead

The transition to Proven Optics Billing Software has revolutionized the agency's chargeback and invoice management process. The automation and seamless integration with ServiceNow have streamlined operations and significantly reduced payment recovery delays.

With greater financial transparency and operational efficiency, the agency is now focusing on further optimizing its chargeback system and refining key performance metrics.

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