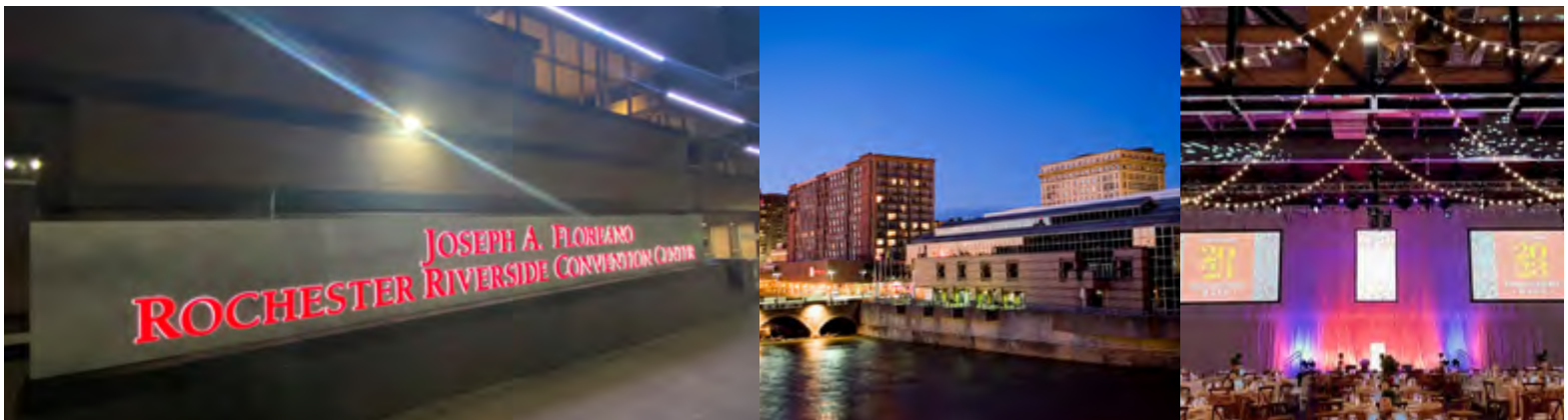


Floreano Convention Center

Momentus Payments Enables the Floreano Convention Center to Optimize Financial Operations Across All Departments, Streamline Customer Invoicing and Improve Payment Speed By More Than 60%



The Customer

With nearly 40 years of providing award-winning venue experiences, the Joseph A. Floreano Rochester Riverside Convention Center (Floreano Convention Center) has served as an industry pillar and community anchor for Rochester, N.Y. since its opening in August of 1985. Over that time, the venue has seen more than 300,000 guests annually and today is seizing the opportunity to build upon its successful foundation by implementing the latest in modernizing technology to meet growing customer expectations in the highly competitive industry.

The Floreano Convention Center serves hundreds of thousands of individuals from the U.S. and Canada and incorporates a diverse mix of vendors to create continually unique experiences for guests. With such diverse customers and partners involved in the billing and invoicing process, the company needed a cohesive, single-pane visibility solution that would enable enhanced insight for employees across departments and incorporate a seamless and simple-to-use payment system for clients.

Organization:

Joseph A. Floreano Rochester Riverside Convention Center

Website:

www.rrcc.com

Industry:

Event/Venue

Headquarters:

Rochester, NY

Employees:

25 Full-time; 175 Part-time

The Challenge

The Floreano Convention Center, which hosts nearly 300 events per year and generates millions of dollars in sales annually, needed to modernize financial operations across all its departments. Manual billing and collections processes were overly time consuming, straining the center's cash flow, and preventing them from providing customers with the simple, modern experience they expected. To achieve operational excellence, improve audit-readiness and bolster payment security, the center needed to reduce paper checks and manual credit card entries.

The Floreano Convention Center was seeking a solution that would consolidate invoicing and payments from all departments into one system, eliminate manual and paper-based processes, simplify payment reconciliation, as well as create a simple way for customers to pay with their preferred payment methods.

The Solution

The team at Floreano Convention Center turned to Momentus Payments to solve their accounts receivable challenges. Confident in the solution's potential, the team immediately implemented Momentus Payments for all billing and payments center wide. The module's automated integration with Momentus Financials eliminated many of the manual processes and simplified payment reconciliation, while the modern payment experience allowed customers to pay how and when they wanted to pay.

The Result

Once Momentus Payments was integrated into Floreano Convention Center's five departments — Administration, Operations, Food & Beverage, Sales & Services, and Parking — the platform delivered single-pane visibility across the organization and offered a unified solution for customer billing. Ordering and invoices are now seamlessly filtered into one cohesive system for both the financial department's review and customer payment. Floreano Convention Center reduced total time for payments received by more than 60% by giving clients access to a simple-to-use online portal for payments that feeds directly into the venue's environment.



“As the overseer of the financial department, I needed everything to come through my office. Everything was paper. Physical credit cards, checks, sometimes incorrect card numbers given over the phone – it was horribly inefficient. Momentus Technologies took nearly all of the manual processes away and filtered all of our billing information into one system. By simplifying the way we invoice clients, Momentus helped us improve our billing speed by well over 60% across the board.”

Gary Firlit, Jr.

Director of Business Analytics,
Rochester Riverside Convention
Center

Contact us directly today to explore opportunities for your arena, live entertainment or concert venue.

Contact Us

