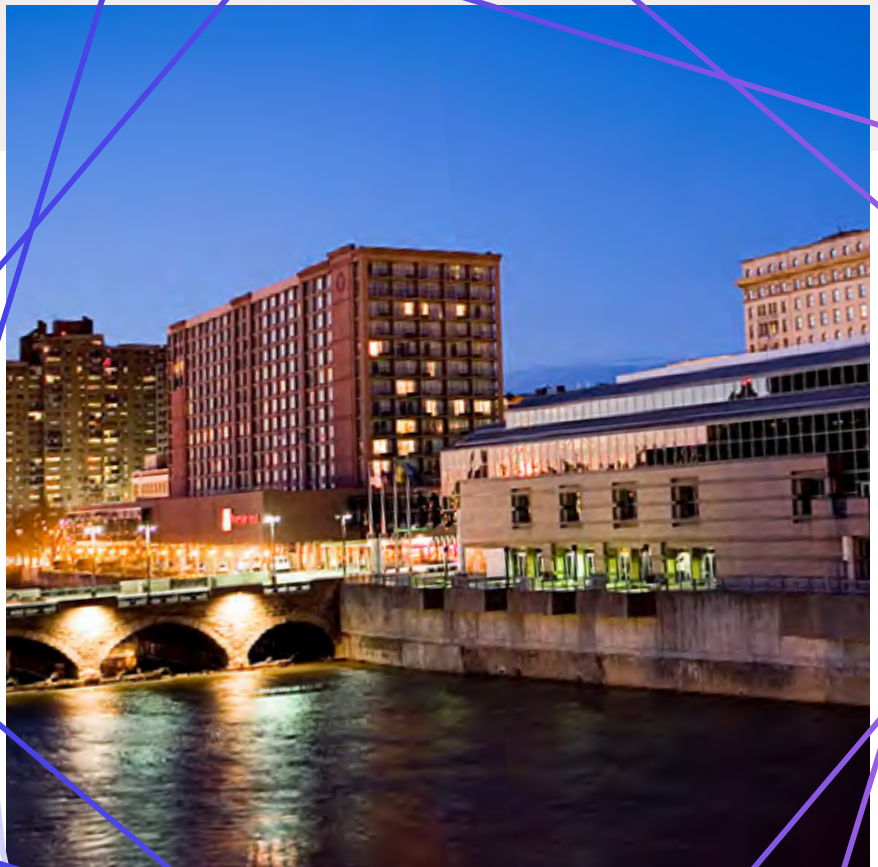




Floreato Convention Center

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

CASE STUDY



Accounting – The Old-Fashioned Way

Joseph A. Floreano Rochester Riverside Convention Center (Floreano Convention Center) began its digital transformation by implementing Momentus Financials in 2016. Over time however, the team realized that it's accounts receivable processes were becoming outdated, limiting the organization's success and preventing them from realizing the full benefits of a modern financial system. Each payment coming into the venue had to be handled manually and delivered to the financial department, a system that resulted in important information sometimes being lost in translation in the process. This problem was further complicated by the fact that payments were received either via check, physical credit card delivery or by obtaining a credit card number over the phone. Each of these processes came with their own hinderances. Checks often required sign off by multiple individuals in human resources or accounting and then needed to be mailed, which in some cases could take months. Manually running credit cards and accounting payments by hand was equally time consuming and tedious, and numbers given over the phone were sometimes written incorrectly, leading to a need for follow-up conversations.

The lack of a cohesive financial module complicated the invoicing and accounting process and created significant bottlenecks for the venue when trying to bill their clients, often leading to longer wait times for payments received. With such a roadblock in the center's network, there was a clear necessity for a complete and cohesive financial solution to concatenate accounting operations and simplify the payment process for customers.

Organization:

**Joseph A. Floreano Rochester
Riverside Convention Center**

Website:

www.rbcc.com

Industry:

Event/Venue

Headquarters:

Rochester, NY

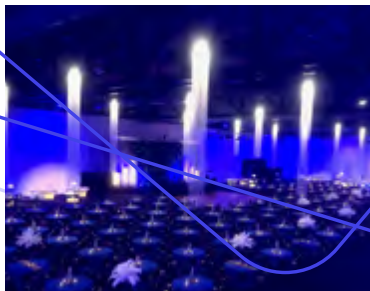
Employees:

25 Full-time; 175 Part-time

Into the 21st Century

The Floreano Convention Center needed to create a singular hub for the organization's accounting operations. Fragmented invoicing points lead to numerous issues, from lack of payments received to financial information being lost internally. Having a hindered payment system caused issues for customers trying to clear their invoices and further delayed internal operations. This system resulted in a loss of time on both the venue and consumer end.

In addition, manual accounting processes created a backlog of work for the accounting staff. Preparing for company audits took weeks and had to be done by hand to create the reports. Relying on manual entries meant the records were more susceptible to human error. The organization needed a singular platform that could streamline business operations across the organization — Administration, Operations, Food & Beverage, Sales & Services, and Parking — and enable staff to easily share information throughout the entire ecosystem. By unifying the organization's accounting processes, the Floreano Convention Center could realize superior customer experiences and significantly decreased time for payments received. "We've had payments that used to take 60 days be reduced to two hours. Just today, I sent a payment to a customer and it was paid in 47 minutes," said Gary Firlit, Jr., Director of Business Analytics, Floreano Convention Center.



Wow, That's Fast!

Implementing Momentus Payments was an easy decision as it fit seamlessly with the rest of the convention center's Momentus solution. Since integrating Momentus Payments, Floreano Convention Center is now able to quickly invoice customers and run internal reports on financial data. With the large number of customers being served and paying on any given day, the simplified payment portal has empowered teams to manage customer relations and financial invoicing with much greater speed and accuracy, removing fumbles in accounting and shrinking wait times for payments received. Part of this can be credited to the ease of payments on the customer side: with Momentus, instead of receiving paper invoices, customers simply receive a link via email. This allows payments to be made at any time, even outside of business hours, and can be done from home or whenever they have a few minutes to complete the transaction.

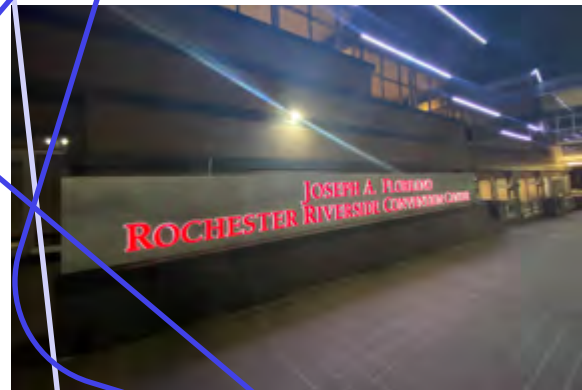
In fact, according to the venue, the Momentus solution increased payments speeds by more than 60% across the board. Most importantly, its customer satisfaction exponentially increased.

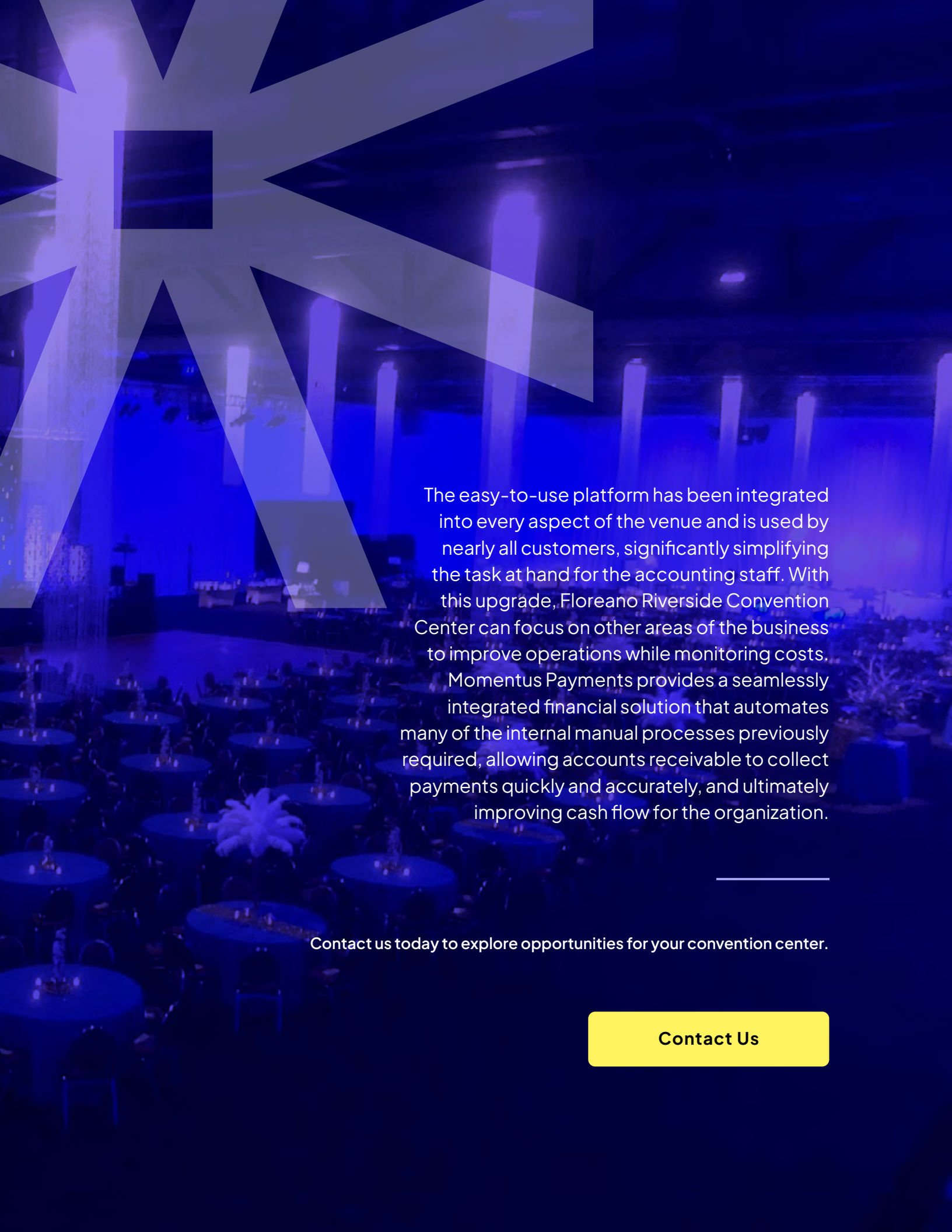


“Our customers have really appreciated our efforts to move to digital payment technology. I always receive compliments now about how easy it is to do business with us. I'm proud we are able to provide customer's a consistent, seamless and transparent experience with our convention center.”

Gary Firlit, Jr.

Director of Business Analytics, Floreano Convention Center





The easy-to-use platform has been integrated into every aspect of the venue and is used by nearly all customers, significantly simplifying the task at hand for the accounting staff. With this upgrade, Floreano Riverside Convention Center can focus on other areas of the business to improve operations while monitoring costs. Momentus Payments provides a seamlessly integrated financial solution that automates many of the internal manual processes previously required, allowing accounts receivable to collect payments quickly and accurately, and ultimately improving cash flow for the organization.

Contact us today to explore opportunities for your convention center.

[Contact Us](#)

About Momentus

Momentus Technologies is a global provider of industry-leading venue and event management solutions that empower organizations to create extraordinary moments. With over 60,000 users in more than 57 countries, Momentus serves the needs of convention and exhibition centers, higher education, corporate, stadiums and arenas, and arts and culture centers. Its powerful intuitive platform alongside intelligent data-driven solutions and unparalleled expertise provides customers a view of past, present and future event operations to increase end-to-end visibility, optimize efficiency and achieve business goals. Founded in 1985, Momentus is headquartered in the United States. The company's employees work across the globe in Momentus offices and remotely.

To learn more, visit gomomentus.com.

