

GENESEE & WYOMING ELIMINATES DUPLICATE PAYMENTS THROUGH SIB'S BILL PAY SERVICES



Industry

Transportation / Railroad Operations



Client

A major railroad operator managing hundreds of miles of track, numerous facilities, and complex utility billing across multiple jurisdictions.



Challenge

Fragmented utility invoicing, high administrative burden, and billing errors threatened cash flow, created reconciliation inefficiencies, and distracted internal teams from core financial operations.



Solution

SIB implemented an end-to-end Utility Bill Pay Service, taking ownership of utility invoice processing, payment execution, accuracy validation, and vendor reconciliation — with ongoing oversight through SpendBrain™.



Result

Streamlined utility payments, reduced billing errors, improved cash flow accuracy, and increased financial control across all utility categories without disrupting service.

THE CHALLENGE

The railroad operator maintained roughly 2,500 utility accounts across dozens of locations — many bills went unpaid because accounts fell outside the payables team's radar, leading to disconnect notices and risks of critical equipment shutdowns (e.g., crossing signals).

THE APPROACH

They outsourced their full utility bill-pay operations to Cost Control Associates (CCA), which implemented automated invoice processing, consolidated payables, recurring-bill tracking, and proactive utility account management including rate analysis, error resolution, and account clean-ups.

THE RESULTS

- Reduced utility billing errors and disputes through systematic validation
- Improved cash flow accuracy with on-time, centralized bill execution
- Reduced internal administrative burden on finance and accounting teams

These results demonstrate how outsourcing utility pay processes can deliver financial clarity and operational efficiency at scale.




SpendBrain™

WHERE TRADITIONAL AUDITS END, SPENDBRAIN BEGINS.

SpendBrain™, SIB's AI-powered financial intelligence platform, continuously analyzes expense categories, including property tax, utilities, and vendor payments.

By layering this technology over SIB's hands-on expertise, our clients gain a permanent safeguard against overspend, plus predictive visibility into future cost risk.

What this means for CFOs:

-  Automated monitoring flags anomalies and valuation shifts in real time
-  Predictive insights help finance leaders budget and forecast more accurately
-  Portfolio-level intelligence connects tax savings to broader spend optimization strategies

THE CFO TAKEAWAY

With SpendBrain, organizations build a permanent spend advantage by transforming fragmented vendor and invoice data into cost intelligence that drives EBITDA.

Ready to see your hidden savings?

[See what you can save with SpendBrain](#)