



From **Complexity** to **Competitive** Advantage

How a Stone Fabrication Leader **Modernized**
Subcontractor Payments with Salesforce Field Service

PREPARING OPERATIONS FOR THE NEXT PHASE OF GROWTH

The client, a well-established stone fabrication company serving residential and commercial construction projects with work spanning multiple job sites relying on a large, distributed network of subcontractors, each governed by unique rate structures, deposits, back-charges, and job-specific pricing rules.

As the business grew, subcontractor payments became increasingly complex. What once worked at smaller scale began to slow the organization down. Their accounting teams spent days reconciling spreadsheets, validating rates, and manually generating invoices.

Visibility into payment status was limited, and resolving disputes required time-consuming investigations across disconnected systems.











The challenge wasn't just efficiency...
it was **RISK, TRUST & SCALABILITY.**

FROM MANUAL FRICTION TO MEASURABLE IMPACT

Instead of separating “the challenge” & “the results,” this engagement is best understood by looking at what fundamentally changed.



OPERATIONAL AREA	BEFORE MYRIDIUS	AFTER MYRIDIUS
 Subcontractor invoicing	Multi-day, manual invoice creation each week	Weekly invoicing completed in under one hour
 Rate calculations	Complex pricing handled in spreadsheets	Automated, rate-based billing applied consistently
 Payment accuracy	High risk of errors & rework	Errors dramatically reduced through validation rules
 Integration reliability	Fragile integrations with constant oversight	Proactively monitored integrations with alerts
 Payment visibility	Paid vs. unpaid jobs difficult to track	Real-time visibility across all payment statuses
 Deposits & back-charges	Limited traceability, difficult audits	End-to-end financial traceability
 Compliance readiness	Manual processes increased audit risk	Audit-ready workflows built into the system
 Scalability	Accounting effort grew with volume	Operations scaled without adding overhead

WHY MYRIDIOUS IS MORE THAN AN IMPLEMENTATION PARTNER

The client chose Myridius because they needed more than a system upgrade. They needed a partner who understood how operational complexity shows up in the real world and how to remove it without introducing new risk because Myridius brought-



Strong Salesforce Field Service architecture & integration expertise



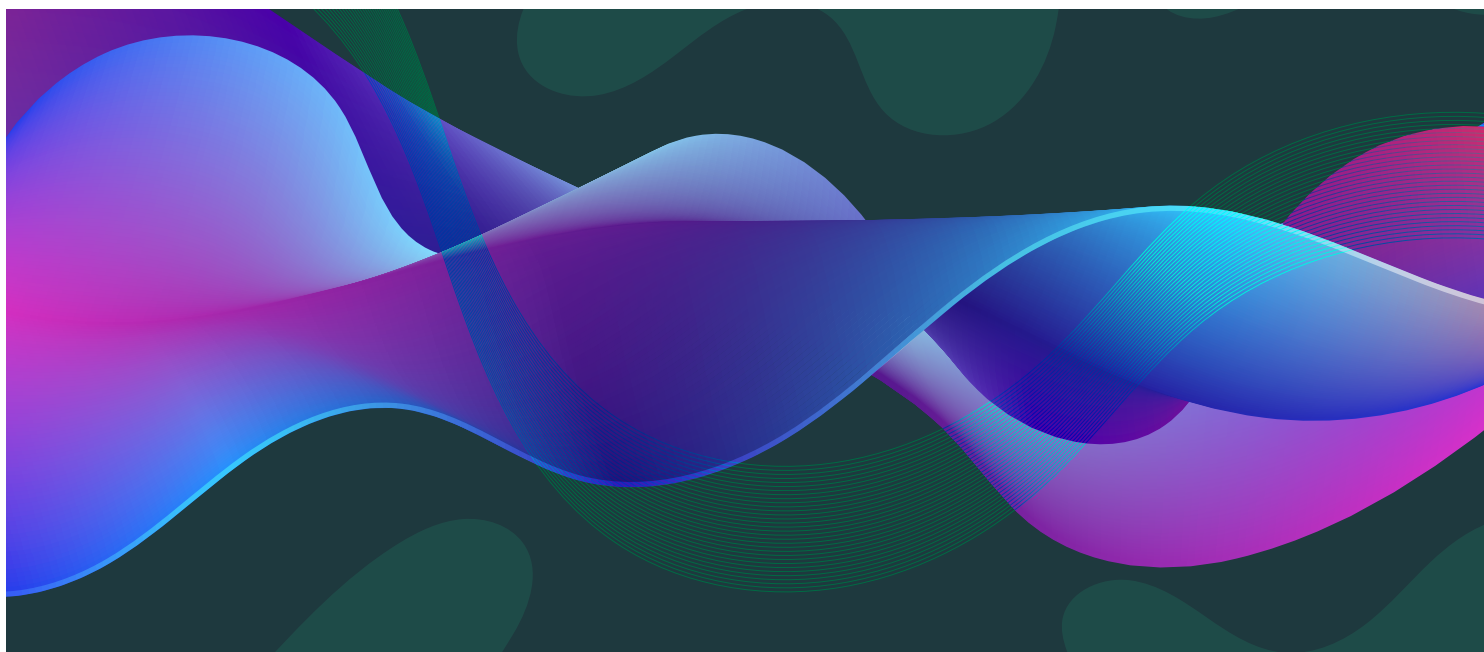
Deep experience in financial & operational workflow design



A focus on accuracy, governance, & long-term scalability



A collaborative, outcome-driven delivery approach



Rather than digitizing broken steps,
Myridius rethought the process end-to-end



A SOLUTION BUILT FOR ACCURACY, CONTROL & SCALE

Myridius implemented Salesforce Field Service as the foundation for subcontractor payment automation, integrating it with the client's ERP and accounting systems & reinforcing it with proactive monitoring & validation, where Myridius delivered -



STABILIZED INTEGRATIONS

Automated health checks and alerts replaced manual monitoring, ensuring data flows reliably between systems and issues are addressed before they impact payments.



CONFIGURABLE RATE MANAGEMENT

A flexible rate matrix allows operations teams to define job-specific pricing, labor tiers, surcharges, and contract terms—applied automatically and consistently.



GUIDED INVOICE CREATION

An intuitive, user-friendly interface walks accounting teams through invoice review, validation, and approval, reducing training time and preventing errors.



AUTOMATED WEEKLY INVOICE RUNS

A wizard-driven workflow consolidates hundreds of subcontractor jobs into a single weekly invoice process—turning days of work into minutes.



REAL-TIME REPORTING & TRACEABILITY

Dashboards provide instant insight into paid, unpaid, and pending jobs, with full drill-down visibility into deposits, back-charges, and adjustments.

The result is **automation** that still feels **accountable**.

Automation Without Losing Control

When subcontractor work is completed, Salesforce Field Service automatically applies the correct rate rules based on job type and contract terms. Deposits and back-charges are calculated and validated in-system. Outstanding work is grouped into a weekly invoice run, where accounting teams review and approve using guided workflows. Every transaction is tracked end-to-end, creating a complete audit trail and real-time visibility for finance leaders.

IMPACT THAT WENT BEYOND EFFICIENCY

This transformation delivered more than faster invoicing.

Subcontractors are **paid accurately** and on time, strengthening trust



Accounting teams spend **less time fixing errors** and more time adding value



Finance leaders gain **clear visibility** into cash flow and liabilities



Audits and disputes are **resolved in minutes**, not days



The business can grow without increasing **operational risk**



OPERATIONAL CONFIDENCE, BUILT INTO THE BUSINESS

In manufacturing & construction, inefficiencies in back-office operations quietly erode margins and slow growth. This case shows how modernizing subcontractor payment operations, when done with the right architecture and controls, can become a strategic advantage.

This wasn't just a systems upgrade.
It was a shift from **manual dependency** to
operational confidence.





WHAT'S NEXT?

If your organization is managing complex subcontractor payments, invoicing workflows, or Salesforce Field Service operations, **Myridius** can help you simplify, scale, & stay in control.

About Myridius

Myridius, formerly RCG Global Services has been at the forefront of helping enterprises transform through technology. Today, we are shaping the next era of digital engineering—an AI-native era where success is defined not by scale alone, but by speed, intelligence, and measurable business outcomes. Myridius brings together deep domain expertise, modern engineering, and AI-first innovation to help organizations move beyond experimentation and achieve real impact. We partner with clients in Financial Services, Healthcare, Travel, and Manufacturing to modernize core systems, unlock data-driven insights, and create new digital business models that drive growth and resilience. Anchored in more than 50 years of industry heritage and powered by a future-focused mindset, Myridius is the partner of choice for enterprises seeking to reinvent themselves with confidence—delivering not just digital transformation, but business transformation at scale.