

# LogMeIn automates manual process, meets compliance requirements, and saves hundreds of hours with Celigo

## Customer

LogMeIn

## Segment

SaaS

## Product

Integrator.io with Concur Expense, Beeline, and Salesforce  
Salesforce-NetSuite Integration App  
Cash Application Manager  
Vendor Payment Manager  
Data Loader with Citrix Invoices and merger data

## About LogMeIn

A pioneer in remote work technology and a driving force behind today's work-from-anywhere movement, LogMeIn has become one of the world's largest SaaS companies with tens of millions of active users, more than 3,500 global employees, over \$1.3 billion in annual revenue, and approximately 2 million customers worldwide who use its software as an essential part of their daily lives. LogMeIn applications include LogMeIn, LastPaas, and GotoMeeting.

## The Challenge

As it grew to be one of the largest SaaS companies in the world, LogMeIn saw several issues around manual processes and lack of visibility across its data.

With over a dozen subsidiaries with multiple bank accounts for different currencies, in order to apply customer payments for thousands of invoices a day, the company was relying on weekly CSV uploads.

The company was also moving its Mexico and Brazil subsidiaries from a legacy ERP to NetSuite, and in the process, it faced unique regulatory requirements to register invoices with the local governments.

Finally, the company also was looking for ways to automate collections based on information that lived both in Salesforce and NetSuite so the



Celigo securely connects two applications that aren't easily connected. We've used it a ton and Celigo makes that easy. We continue to get ROI, and not just in man-hours. With some update to our Cash Application Manager last August we saw an uptick of 5% more payments being applied -- that's huge when you're talking about two to three thousand payments a day.



— Tim Nestlerode  
Finance Systems Manager



Web Site  
[www.logmein.com](http://www.logmein.com)

company can track down any customers that might be at risk of not paying and getting turned off.

“We manually downloaded reports from Salesforce and did v-lookups against the data in NetSuite,” said Tim Nestlerode, Financial Systems Manager at LogMeIn. “It was a long, four-hour process once a week on Fridays.”

“I was not leaving early on Fridays,” he added.

## The Solution

With the merger between Citrix and LogMeIn, the company was introduced to Celigo to load all the merge data from the Citrix billing system to the LogMeIn infrastructure using the Celigo Data Loader. Soon after, the company adopted the Celigo Cash Application Manager for all accounts through Bank of America to apply cash to invoices.

“We import the bank account data daily to apply customer payments to invoices in an automated fashion,” said Nestlerode.

Next, for the Brazilian and Mexican subsidiaries, the company implemented the Celigo Vendor Payment Manager to automatically send a file to Bank of America and register invoices with the government according to local regulations.

Then, the company adopted Celigo Integrator.io to automate processes between NetSuite and Beeline, a workforce management system, as well as NetSuite and Concur Expense so employees could manage the expense data directly in Concur Expense while the finance and accounting teams could have that same data in NetSuite.

Finally, LogMeIn adopted Celigo’s flagship Salesforce-NetSuite Integration App, which automates and syncs all the relevant information between the leading CRM and the leading ERP. In combination with Celigo integrator.io, the integration enables the sales and customer care teams to have the financial information that lives in NetSuite, such as the days outstanding and past due information, directly inside of Salesforce. This gives them the information they need to flag these customers to try to save these accounts.

## Bottom Line

With Celigo, LogMeIn has been able to get better visibility into their data, made it easier for employees to work within their preferred applications, meet compliance requirements around the world, and save countless hours by automating manual processes -- all with a small financial systems team.

“Celigo saves us a lot of time. We’re processing thousands of invoices a day and updating tens of thousands of customer records through these flows,” said Nestlerode. “There’s no way to do that manually. We manage this with our finance business team of four people.”

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“We’ve used Celigo a ton and they make that easy,” he added.



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## About Celigo

Headquartered in San Mateo, Celigo is pioneering the future of application integration. The Celigo integrator.io is the next-generation iPaaS that allows you to quickly connect any cloud application, automating business processes and eliminating manual data entry and exports across applications.

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