



## 75% Faster Invoice Generation For FDA



**Industry:**

Trades



**Customer Since:**

2025



**Products:**

Document Studio



**Features:**

Doc Gen, Automation

### COMPANY BACKGROUND

[Fédération des Artisans](#) (FDA) is a professional organization representing affiliated member businesses across trades. The organization, headquartered in Luxembourg, serves companies that do not belong to a dedicated industry. Members range from single-person enterprises to organizations employing more than 1,000 workers. Businesses turn to the FDA for political representation and legal support.

### FDA'S CHALLENGE

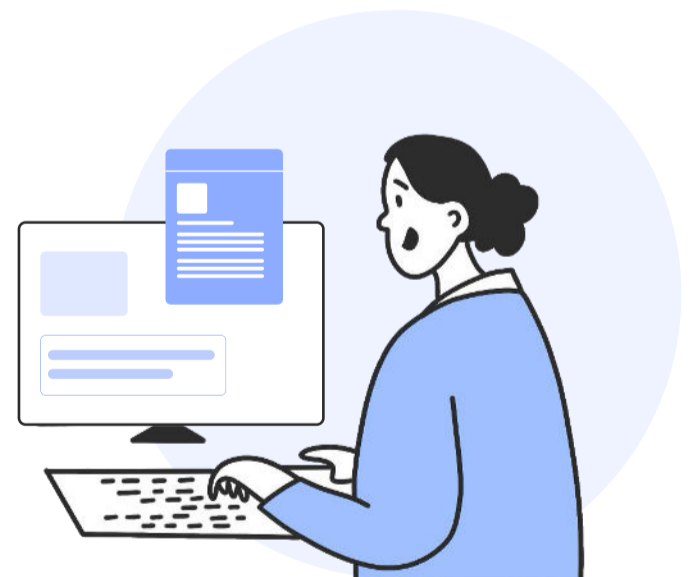
FDA generates **3,000 invoices annually**, with pricing that varies. Managing **600 annual price books** made invoice creation complex. Billing workflows were **99% paper-based**, requiring bulk document printing and manual cost center assignment without a merge process. Additionally, the FDA's **third-party Salesforce document tool issued a contract renewal, increasing costs by 4x**.

Rising software costs and operational strain led IT to search for an efficient, cost-effective solution for Salesforce.

### TITAN'S SOLUTION

FDA implemented Titan Document Studio, empowering teams to generate invoices from Salesforce list views and use the merge feature to produce PDFs for bulk processing.

For onboarding, pre-filled documents are generated on an iPad, digital signatures are collected on-site, and finalized PDFs are stored in Salesforce.



Titan integrates with Salesforce screen flows, validating all data before document generation.

## KEY RESULTS

- ✓ **75% Faster Invoice Generation:** Annual billing runs previously took 1–2 days to complete. With Titan, the first large-scale run finished in half a day.
- ✓ **Zero Crashes During Billing Cycles:** FDA experienced its first crash-free billing period in five years, eliminating software-related disruptions during peak processing.
- ✓ **30-Minute Interruptions Eliminated:** Previous software errors caused employees to wait up to 30 minutes while issues were diagnosed and resolved. Those interruptions were removed during billing cycles.
- ✓ **Avoided 4x Software Renewal Costs:** FDA's previous document vendor issued a renewal with fees increased by four times. Titan's pricing was approximately two-thirds of that projected cost.
- ✓ **Improved Data Validation:** Salesforce screen flows now validate invoice data before document generation, improving billing accuracy and consistency.
- ✓ **Reduced IT Dependency:** Template management no longer requires the same level of IT involvement as the previous document tool.

*"Titan was fast, reliable, and that's what we want from a tool." Jill Krause, Head of IT at Fédération des Artisans*