Case Study

Unified Billing Operations to Accelerate Growth and Integration

Supporting residential and commercial expansion with flexible, scalable billing

Omni Fiber

Company Overview

Omni Fiber is a high-speed internet service provider delivering blazing-fast, reliable fiber-optic connectivity to residential customers across the Midwest. With a commitment to transparency, Omni offers simple, contract-free pricing, 100% in-home coverage, and local customer service. Founded in 2022 as a greenfield operation, the company quickly scaled its footprint through both organic growth and strategic acquisitions.

As new markets and customer segments were added—including complex business accounts—Omni required a modern monetization platform that could support rapid integration, flexible account structures, and evolving operational needs.

Business Challenge

Omni's initial growth strategy focused on building a best-in-class residential offering. But as the company began acquiring ISPs with commercial customers, new challenges emerged:

- Multiple inherited billing systems across acquired entities
- Complex commercial hierarchies, including hospitals with 20+ subsidiaries and departmental-level billing
- Need for consolidated reporting, payment flexibility, and system-wide auditability

Omni needed a billing solution that would not only unify operations but also support long-term scalability, integration ease, and rapid go-to-market execution—without introducing custom code or administrative overhead.

Why Gotransverse

Omni selected Gotransverse as its billing partner based on their ability to scale with growth, integrate easily across systems, and support highly customized billing and reporting logic—all through configuration.

Key capabilities included:

- API-first architecture to integrate across ecosystems

- Multi-level account hierarchy and flexible grouping logic

- Configurable invoice presentation and charge allocation

- Payment and reporting controls at both summary and detail levels

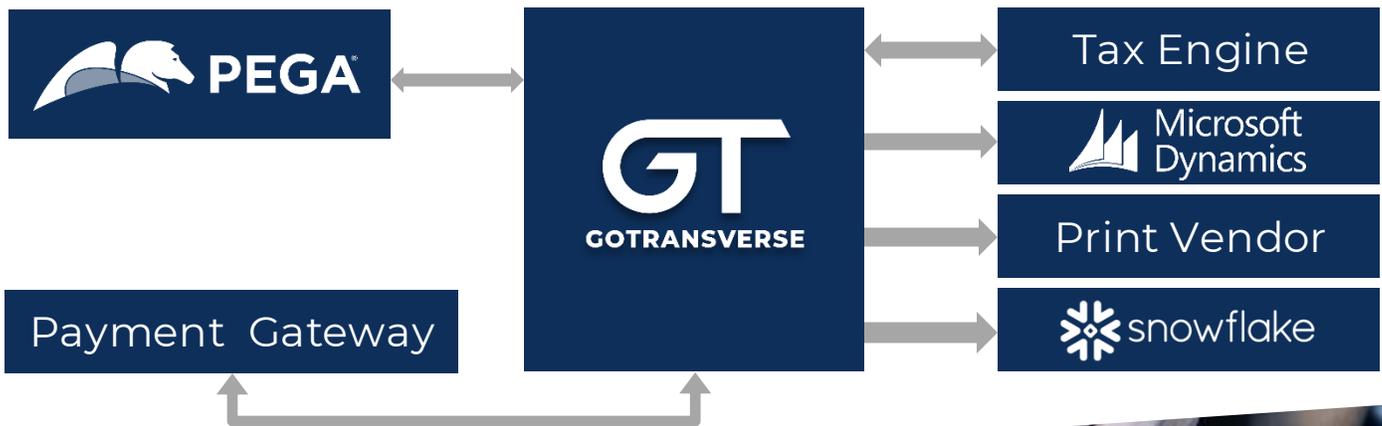- System consolidation to eliminate swivel-chair provisioning

Results

With Gotransverse, Omni transformed billing from a potential growth constraint into a competitive advantage.

GT enabled Omni to:

- Unify billing operations across residential and business segments
- Streamline support for large commercial accounts with complex internal hierarchies
- Improve data visibility for payments and reporting across departments and entities
- Establish a future-ready foundation to onboard acquisitions without duplicating systems

Backed by a flexible billing solution, Omni is now equipped to scale confidently—ensuring every customer, regardless of segment or structure, receives consistent and accurate billing.

PEGA® → **GT** GOTRANSVERSE
- Payment Gateway →
- ← → Tax Engine
- → Microsoft Dynamics
- → Print Vendor
- → snowflake

See What Gotransverse Can Do For You

Request a Demo

About Gotransverse

Gotransverse delivers a fast, flexible billing and revenue management solution. Our intelligent cloud-based software was built by industry experts to handle the most complex pricing models. Since 2008, we've partnered with companies to streamline operations and unlock revenue potential, ensuring they can scale with confidence. From our headquarters in Austin, Texas, Gotransverse leads the way in enterprise monetization. To learn more, go to gotransverse.com.