

# Integrated Receivables Cloud

## Breaking the Silos Across A/R Teams with End-to-End Automation

Integrated Receivables is the world's only **end-to-end Order to Cash automation platform** that integrates credit management, billing and invoicing, collections management, deductions management and cash application. These are all on a single platform, allowing your processes to communicate with each other, giving you real-time visibility across the A/R process globally.

## Impact Achieved with Integrated Receivables

### FERRERO

**58%**

Reduction in Open Deductions

**85%**

Hit Rate in Cash Reconciliation

**40%**

Improved Collector's Productivity

**20%**

Reduction in DSO



**25**

Days Reduction in DDO

**75%**

Improvement in Productivity

**100%**

Zero-Touch Cash Posting

**95%**

Straight-Through Cash Posting

## Benefits

**15%** Lower DSO through Proactive Collections and Frictionless Billing and Payments

Your collectors can leverage the AI capabilities such as payment date prediction, and dynamic customer segmentation to proactively identify the critical customers along with recommended collections strategies. Integration with self-service portals and multiple payment options enables the customers to pay faster, leading to an improved DSO.

**20%** Reduction in Bad Debt through Proactive Risk Management

Your credit teams can fast-track reviews based on external bankruptcy alerts, negative payment trends, credit utilization thresholds. They can leverage the AI-based blocked order predictions to manage upcoming orders. Better visibility on the overall portfolio risk helps them to control and improve bad debt.

**95%** Automation of Repetitive Tasks Enable your Cash Application Team to Focus on Strategic work

Your cash application team can spend more time on reviewing exceptions and performing other value-added tasks. This is because automation leads to a significant improvement in the straight-through cash posting rates by accurately linking payments with remittances.

### Improved Recovery Rate for Invalid Disputes

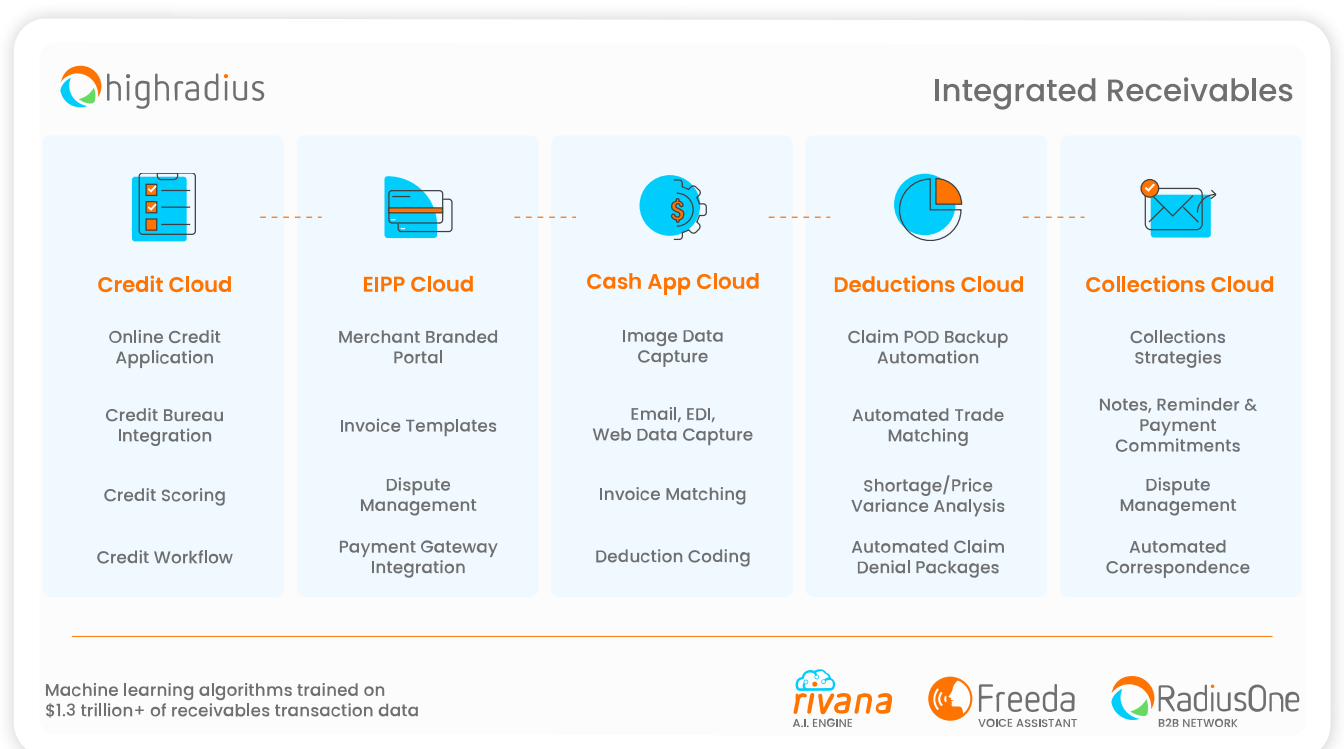
Your deduction teams can leverage the AI-enabled dispute validity predictor to identify the invalids beforehand. Collectors are notified about the invalid disputes through a workflow which helps them to prioritize and recover these invalid disputes faster.

### Single-View Global Executive Dashboard to Analyze A/R Metrics and KPIs

Organizations are able to have a single real-time, global-view of their portfolios, cash positions, bad debt reserves and they are able to drill down into analyst productivity metrics across multiple ERPs, shared service centers.

### Improved Customer Experience through E-Payment Adoption and Integration with A/P Portals

Organizations are able to scale up their customer experience by offering various forms of digital collaborations to end customers. These include self service portals, online payments, integration into their A/P portals.



# Key Challenges Faced by A/R Teams

## A/R Managers Lack Visibility into Process and Analyst-Level Metrics

Reporting becomes a major nightmare for A/R managers/directors as they are looking into stale data. Extraction of data from various processes itself is a goliath task and it leads them to rely on perception-driven decisions rather than data-driven decisions.

## Lack of End-to-End Automation: Day-to-Day Operations Involve a Lot of Manual Intervention

Organizations investing in ERPs and point automation solutions for A/R have realized that it is not enough to improve their overall O2C process health as the A/R teams end up doing most of the manual, non-value added tasks everyday. For example, credit teams may spend time manually downloading credit reports from D&B or Experian rather than analyzing the overall risk exposure.

## A/R Teams Operating in Silos with Internal and External Stakeholders

According to an [IOFM survey](#), 40%+ O2C teams lack end-to-end operational visibility across the various processes. For example, collectors are unaware of the latest payment processing status and credit teams do not have visibility on which customers are prioritized for collections. Due to lack of internal collaboration, multiple touchpoints from the A/R team reaches out to the customers leading to a poor impact on overall customer experience.

# How HighRadius Could Help Your A/R Teams

## Key Features

### Credit Cloud

- Online Credit Application** ensures faster onboarding of new customers
- Proactive Credit Reviews** through automated scoring suggestions utilizes credit data, financials aggregated from agencies such as D&B, Experian
- AI-Based Blocked Order Prediction** leads to efficient handling of upcoming orders

### EIPP Cloud

- Self-Service Payment Portals** augmented with 150+ global payment formats enable faster e-payments
- Automated Invoice Presentment** ensures invoicing across emails, fax, EDIs, A/P portals, accounting systems
- Level III Card Processing** ensures cost savings through lower interchange fees

### Cash Application Cloud

- Automated, Template-Agnostic Remittance Data Capture** across emails, EDIs, web portals, check-stubs
- Automated A/R Matching Engine** ensures linking of payments and remittances across all formats
- AI-Based Remittance Suggestions** and automated correspondence to customers in case of missing remittance scenario
- Automated Deduction Coding** ensures mapping of the customer reason codes to internal reason codes

### Deductions Cloud

- Auto-Aggregation Backup Documents such as claims and PODs** from customer portals, internal stakeholders such as Sales
- AI-Based Dispute Validity Predictor** predicts invalid deductions and helps to prioritize deductions for faster resolution
- Integration with TPM and Configurable Workflows** ensure seamless collaboration and faster resolution

### Collections Cloud

- AI-Enabled Payment Date Prediction** leads to dynamic prioritization of customers along with recommended action items
- Autonomous Collections with Digital Assistant Freeda** ensures auto-transcription of collection calls and interpretation of email responses
- Template-Agnostic Automated Correspondence and A/P Portal Integration** ensure higher dunning outreach and faster collections

**Rivana, the AI-Based Platform** ensures high-impact decision making across HighRadius cloud solutions for credit, collections, deductions, cash application, billing and payments using Credit and A/R Data

**Receivables Analytics** integrates data insights across A/R and provides 100+ out-of-the-box reports for A/R managers/directors

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