Autonomous Receivables Solutions for Order to Cash in Computer Software Companies.

Overview of Autonomous Receivables Solutions for Computer Software Companies

**Collections**
- Auto-Prioritized Worklist to Identify the High-Risk Customers
- 100% Automated Dunning for All Customer Portfolios
- Automated capture & Recording of customer calls, Notes & P2P’s

**Cash Application**
- AI-Based Remittance Prediction for Missing & Complex Remittance Scenarios
- Auto Remittance Capture from Emails, EDIs, Checks, Customer Portals

**Credit**
- 100% Real Time Credit Risk Monitoring with HighRadius’ AI-Powered Credit Management Software
- Lower Blocked Order Volume with AI-Based Predictions

Other Autonomous Receivables Solutions

**EIPP**
Streamlined Billing and Payments via automated invoice delivery and self-serve payment portals.

**Deductions**
Auto-capture of claims, PODs from customers & carrier portals with faster recovery of invalid disputes.

Top Computer Software Companies Across the Globe Trust HighRadius to Automate their Order to Cash Processes

ivanti  
Micro Focus  
ptc
## Challenge

### Complex Cash Application Process for Electronic Fund Transfers

A majority of the computer software companies practice manual processing of EFT payments. In case, the remittance data is available, the cash application analyst will verify each line item on payments but in a situation where the remittance data is unavailable, the cash application team will contact their customers for remittances. As a result, the process turns out to be very tedious and time-consuming.

### Manual Remittance Capture from Check-Stubs, Emails, EDIs, Web Portals

Dealing with an ever increasing customer base, High-tech computer software companies receive remittances from multiple sources. While applying cash, the cash application analysts have to manually aggregate the remittances from check-stubs, emails, EDIs, and various customer web portals. Here, the analyst manually looks up email remittances and multiple customer portals to enter remittance data to clear invoices. This proved to be a long-drawn process.

### Limited real-time visibility into the end to end collection process

Due to manual note-taking and logging customer interactions on excel sheets, there is no centralized repository for tracking reminders, emails, notes, or P2Ps. Therefore, collectors have no real-time visibility into which payments need to be followed up, leading to a lack of ownership among teams. Further, there is also no visibility for the C-suite members to analyze the performance of their A/R collections process across business units.

## Solution

### AI-Based Remittance Prediction for Complex Remittance Scenarios

HighRadius’ AI-Based remittance prediction suggests missing remittances to payments coming in and allows the analyst to choose from multiple suggestions provided by the solution. It allows the remittances to be matched based on various fields like the purchase order number, receipt, or receiving data. Furthermore, the AI-based customer master recommendations allow regular maintenance of the customer master data such as payer name and MICR mapping saving.

### Increase Cash App Process Accuracy with Auto Remittance Capture

HRC Cash App Cloud leverages AI-based multiple OCR engines to capture accurate check remittance data. Cash application teams in the high tech Computer Software industry can automatically extract remittances from emails and EDIs with automated emails and EDI parsing engines. By using web bots, the cash application cloud can log into various customer portals and download web remittances securely. As a result, the cash application analysts can save on a lot of time that can be utilized in higher value tasks.

### Automated Capture and Recording of Customer Calls, Notes, and P2Ps

The HRC Collections Cloud leverages AI-enabled digital assistant Freeda to make calls, automatically record the calls, notes, and P2Ps to set up reminders for your collectors. Freeda organizes the day by prioritizing the customers list for calls, emails to send along with recommendations strategies based on previous interaction history, notes, P2Ps. End-to-end visibility into notes and customer interaction history.
<table>
<thead>
<tr>
<th>Challenge</th>
<th>Solution</th>
</tr>
</thead>
</table>
| **Lack of Prioritization of Customer Portfolios, missing out on high-risk customers** | **AI-Based Prioritization of at-risk customers with Automated Collections Worklist**  
With AI capabilities, Collections Software automatically generates a prioritized worklist for collectors. Every day, the collectors can review the auto-prioritized worklist to identify the high-risk customers. With AI-recommended suggestions against each customer, the collectors can improvise their collections strategies to ensure faster past-due recovery. |
| **Inefficient & Less Productive Dunning Process for Customers**            | **HighRadius Enables 100% Automated Dunning for All Customer Portfolios**  
With HighRadius Collections Software, collectors can automatically send dunning emails to their whole customer base globally. They can automate correspondences via emails, fax, or push them to the customer’s AP portals. The collectors can choose from pre-built dunning templates and send correspondences to thousands of customers - in a few clicks! |
| **Lack of Real Time Credit Monitoring and Periodic Credit Reviews Due to Higher Volume of Invoices** | **Credit Management System to automate the Entire Process and to Handle Higher Volumes**  
With HRC AI-Powered Credit Management Software, credit teams can achieve 100% real-time credit risk monitoring by monitoring customer portfolios daily and receive real-time alerts related to bankruptcy, credit score downgrades, and changes in customers’ payment behavior to stay on top of risks and control overall bad debt. HighRadius Credit Software can automatically extract credit reports, ratings, financials, and credit insurance information from 40+ global and local agencies such as D&B, Experian, CreditSafe, Equifax, and Serasa. |
### Challenge

**Painful process of Backup Document Aggregation for Deductions Research**

Due to a deductions-heavy A/R landscape, the deductions teams end up spending a lot of time aggregating claims from emails, postal mails, customer portals, proof of deliveries, bills of lading from carrier portals. Additionally, for trade deductions, they have to extract the deal sheets and commitment information.

### Solution

**Auto-Capture of Backup Documents with HighRadius Deductions Software**

Highradius Deduction Cloud integrates with the TPM (Trade Promotion Management used to auto-match deductions) system of the company to automatically extract all the trade promotion details and also integrates with the ERP to extract necessary documents for the validation of deduction.

### Challenge

**Limited Visibility into Invoice Presentment and Payments**

- There is no payment portal for customers, thus making way for multiple touchpoints, leading to customer dissatisfaction
- Many times invoices got lost in transit, causing delays in receiving payments
- High costs associated with printing and sending out the invoices through courier agencies

### Solution

**Frictionless billing & payments with auto-invoice delivery and self-serve**

The HighRadius EIPP cloud provides a self-service customer portal, where the analysts can log in and see details of outstanding invoices and make payments through credit cards and ACH. Besides eliminating paper and courier costs, the solution provides real-time visibility into the billing and the payments process, making things easy for both the supplier and the buyer.
HighRadius Partners with Industry-Leaders to Deliver Successful A/R Automation for the Computer Software Companies

<table>
<thead>
<tr>
<th>BPO Partners</th>
<th>accenture</th>
<th>Infosys</th>
<th>wipro</th>
<th>genpact</th>
<th>TATA CONSULTANCY SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consulting Partners</td>
<td>Deloitte.</td>
<td>EY</td>
<td>BearingPoint.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Banking Partners</td>
<td>AMERICAN EXPRESS</td>
<td>BANK OF AMERICA</td>
<td>BANK OF THE WEST BNP PARIBAS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ERP Systems</td>
<td>ORACLE</td>
<td>EPICOR</td>
<td>sage</td>
<td>Intacct</td>
<td>SAP</td>
</tr>
</tbody>
</table>

Join the League of Top Computer Software Industry Leaders & Automate Your Accounts Receivable Process

TALK TO AN EXPERT
HighRadius Autonomous Finance for the Office of the CFO

Data-driven AI software platform to lower DSO, optimize working capital, fast-track financial close and improve productivity.

GET IN TOUCH

Corporate Headquarters
Houston | (281) 968-4473

London | +44 (0) 203 997 9400

Amsterdam | +31 (20) 8885054

Frankfurt | +49 (0) 69 589967310

India | 040 4569 4500

www.highradius.com