

How a Leading Insurance Brokerage Firm Achieved 97% Straight Through Cash-Posting and Reallocated 45% of Cash App Employees to Critical Tasks

Learn how a leading insurance brokerage firm, achieved 97% straight-through cash-posting with HighRadius Cash Application Solution.

IMPACT ACHIEVED

97%

Invoice level Hit Rate for Cash Allocation

20+

High Volume Carriers Supported

100%

Elimination of Bank Lockbox fees

45%

Analysts were Reallocated to Critical Tasks



ABOUT THE COMPANY



The company is one of the world's largest privately held insurance brokerage firm, and is among the top 10 largest insurance brokerage firms in the world. It serves a wide array of industries with services that include risk management, casualty, surety, and professional indemnity.

\$2B

Annual Revenue

8K+

Total Employees

125 Countries

Present Across the Globe

Complex Cash Application Process for EFTs

In the company, half of the payments landscape was dominated by EFTs for which the cash application analysts had to manually apply cash. They had to manually verify each line item on payments if the remittances could be determined. In case the remittance couldn't be determined, they had to reach out to the customer for remittances which used to consume 50% of their time.

Manual Aggregation of Remittances from Various Sources such as Emails, Bank Statement Notes and Addenda

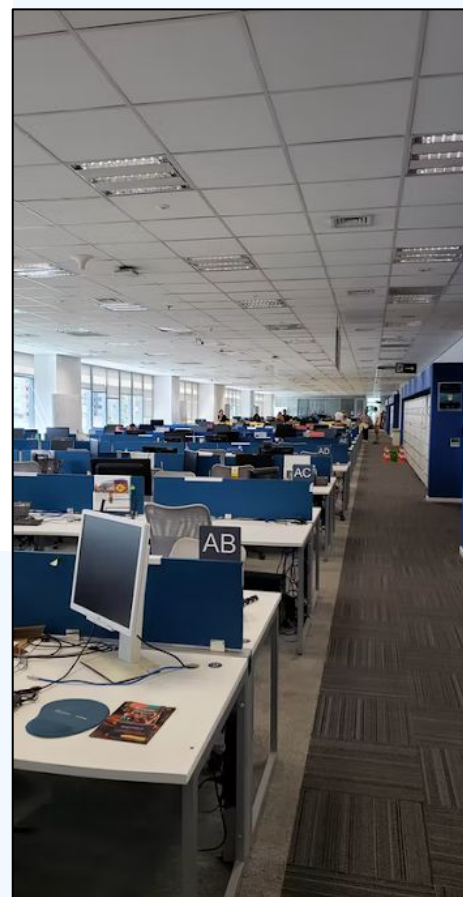
The cash application team had to manually search for the email remittances for e-payments such as ACH/ Wires as well as the bank statements for any customer to see if they have provided any notes or addenda with remittance for that payment which utilized at least 10% of their time.

Time-Consuming Cash Application for Check Payments

They leveraged AR Payment Predictor to apply 40-45% checks automatically based on remittance info keyed-in by the banks. Rest of the 55-60% check payments had to be applied manually by their cash application analysts in the ERP which consumed 20% of their time.

Decentralized Processing of Carrier Statements from 20+ Carriers

The company was facing a decentralized process of high volume carrier statements on analyst workstations using a standalone software which resulted in redundant efforts of the cash application team. They had to manually download carrier statements from email and carrier websites.



High Bank Key-in Costs due to Availing 7 Lockboxes

The insurance brokerage firm was working with 4 banks and 7 lockboxes to capture the remittance data for the checks deposited. Due to the involvement of numerous Lockboxes there were significant charges billed to the firm's treasury by these banks.

THE FINAL SOLUTION

How did HighRadius Help?

97% Automated Cash Application for High Volume of Payments, Freeing up 45% FTEs

With AI-based HighRadius Cash Application Software, the cash application team automatically applied payments for high volume of payments in multiple formats, checks being the dominant method of payment. The software automatically extracted the remittances from multiple sources and the open invoices to auto-match and post them directly to the ERP. The firm was able to free 45% Full-time employees and relocate them to higher-value tasks.

70% Automation in Aggregation of Remittance Data

Artificial Intelligence-enabled data aggregation engine could aggregate remittance and payment information from a variety of sources, such as EDI, bank websites, Secure FTP, emails, and was able to capture 70%+ accurate data across all remittance file formats.



AI-Based Remittance Prediction for Missing Remittances

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

Centralized Processing for High Volume Carrier Statements from 20+ Carriers

With HighRadius Cash Application Cloud, the insurance brokerage firm has centralized processing of high volume carrier statements in the sustainable and scalable cloud , thus avoiding any duplication of configuration and mapping maintenance. Manual download of carrier statements was now replaced by automatic download.

100% Elimination of Lockbox Fee

With the Best of breed Optical Character Recognition powered by artificial intelligence,the company eliminated bank lockbox fees. AI-enabled OCR captured check remittance data automatically, removing any dependency on bank lockbox services or in-house resources for key-in, thereby reducing costs.



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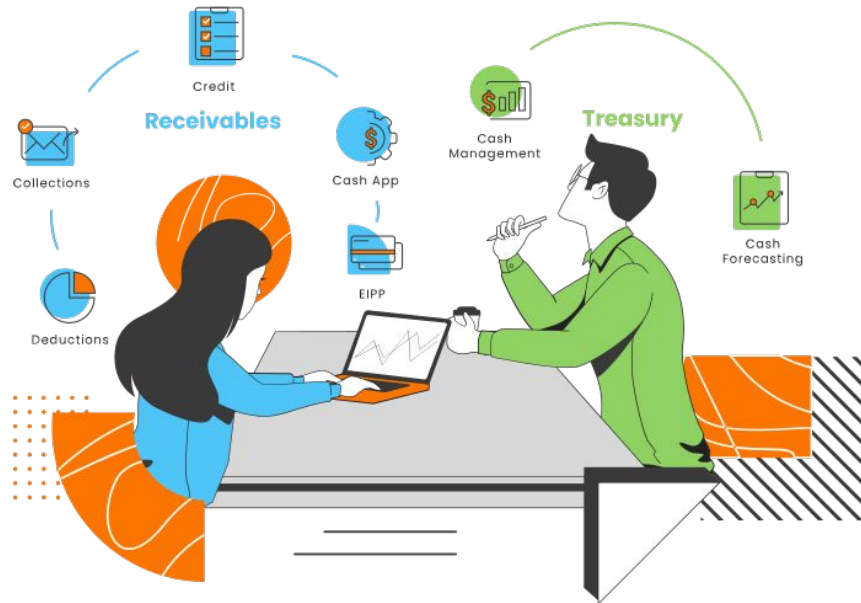
100%

Elimination of Lockbox Fee

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ABOUT HIGHRADIUS CASH APPLICATION SOFTWARE



HighRadius Cash Application Software enables the end-to-end automation of the cash application process that covers major benefits such as AI-enabled data capture across all remittance formats, auto-linking of payments with open invoices, cost-cutting on lockbox fees and easy compatibility with any system due to its ERP-agnostic SaaS infrastructure. Apart from the major benefits that it has, there are some key features which can not be missed out, some of them are Email Remittance capture, Discounts and Deductions Handling, Check Remittance Capture, Web Remittance Capture, Invoice Matching, and RDC & Mobile Payments.

Discover How Cash Application Software Can Transform Your Finance Function.

Enable 97% straight-through, same-day cash posting and 100% savings in lockbox data capture fees with HighRadius Cash Application Solutions.

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