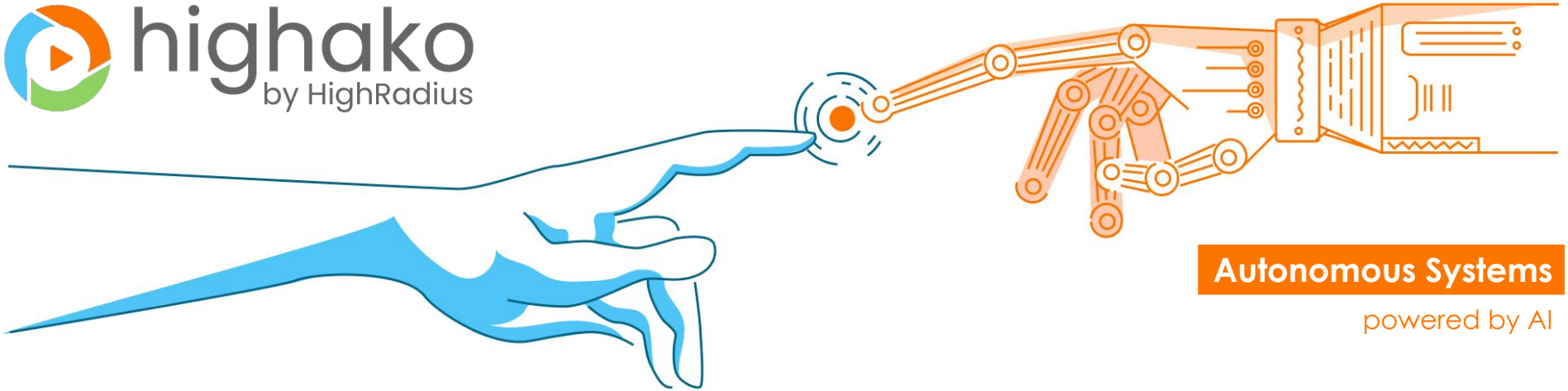
highako by HighRadius



Autonomous Systems

powered by AI

Double Your O2C Productivity Through Deep Dive Analytics

Kathleen Quill

Enterprise Customer Value Manager

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Poll Question

01 **Are you using any out-of-the-box reporting tools for order to cash?**

1. Yes
2. No
3. Yes, but declines over the time

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Poll Question

02

Does your current reporting approach provide you a real-time visibility into the day-to-day operations of our department?

1. Yes
2. No

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Poll Question

03

Have you introduced new KPIs after incorporating HighRadius automation solutions?

1. Yes
2. No

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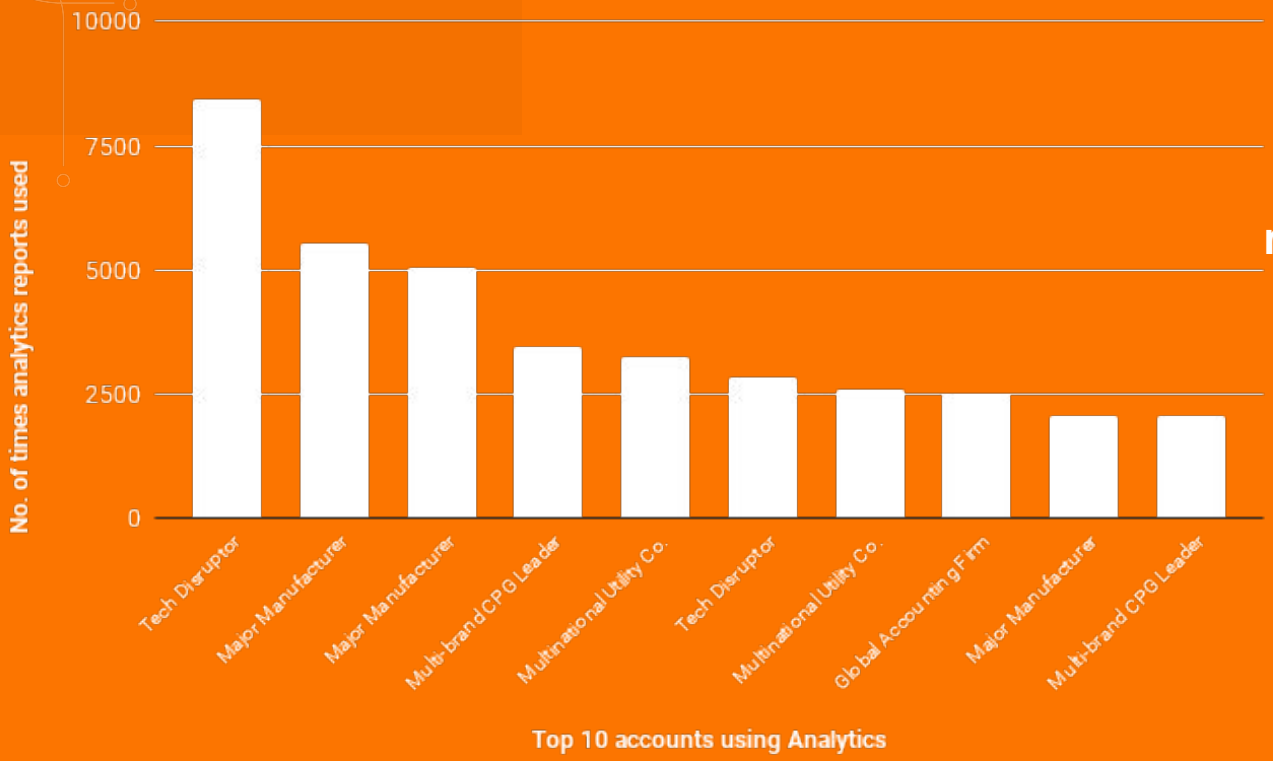
Top Questions that A/R Leaders Are Concerned About

- ➔ Are my collectors productive enough?
- ➔ What does my deductions aging look like?
- ➔ Are my deductions being handled in the most efficient way?
- ➔ How is my hit rate? Is there an improvement from before we were using automation and now?

HighRadius Analytics Module Includes Reports and Dashboards That Helps You Get the Answers to All these Questions

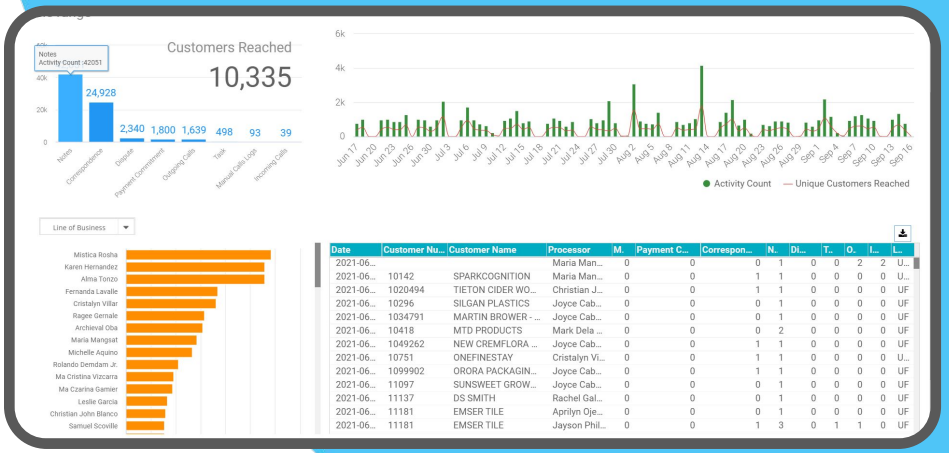
Top HighRadius Customers Using Analytics



On an average, 4000+ reports were pulled out by Top 10 HighRadius Customers in 2021

Top Three Dashboards Used by HighRadius Customers

1. Cash App Hit Rate Analysis Dashboard
2. Collections Activity Analysis Dashboard
3. Deduction Aging Analysis Dashboard



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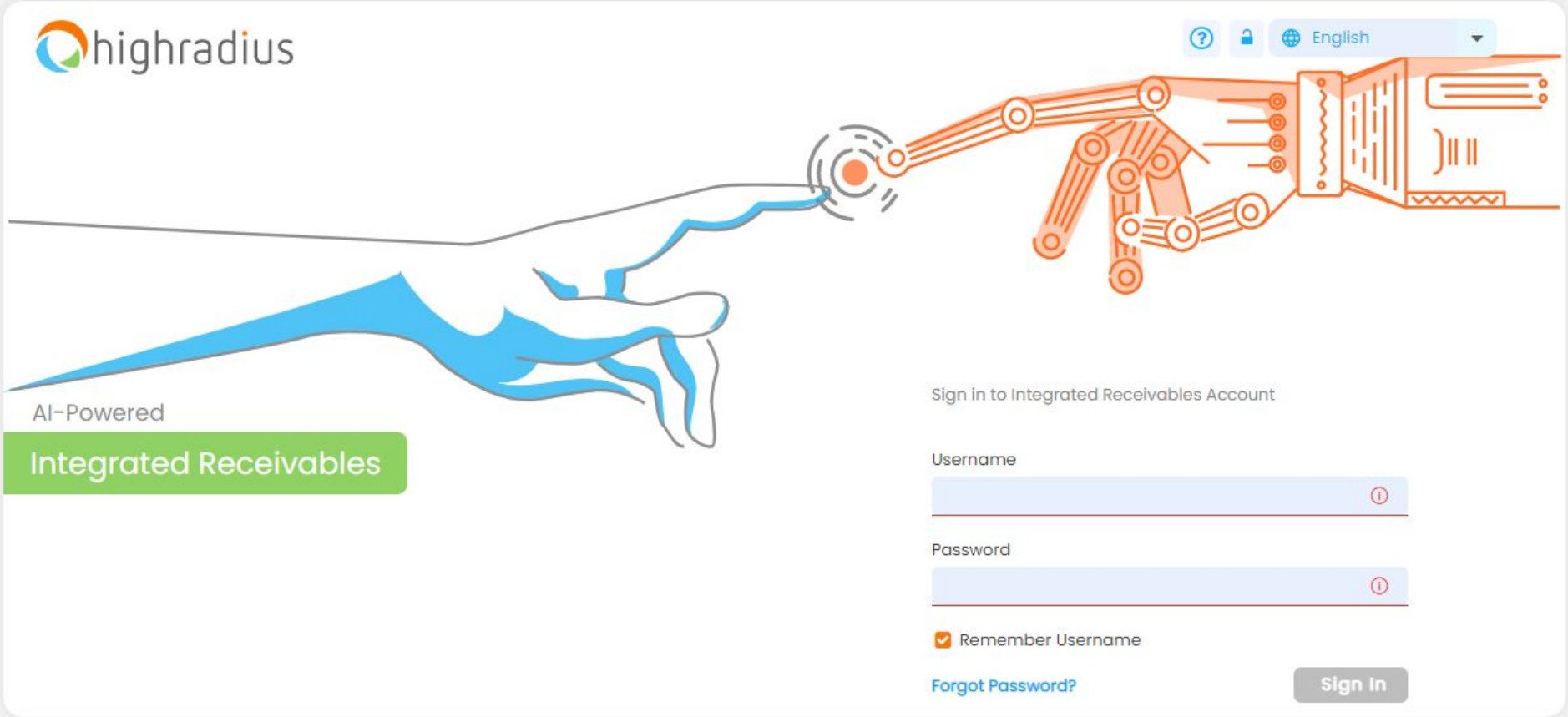
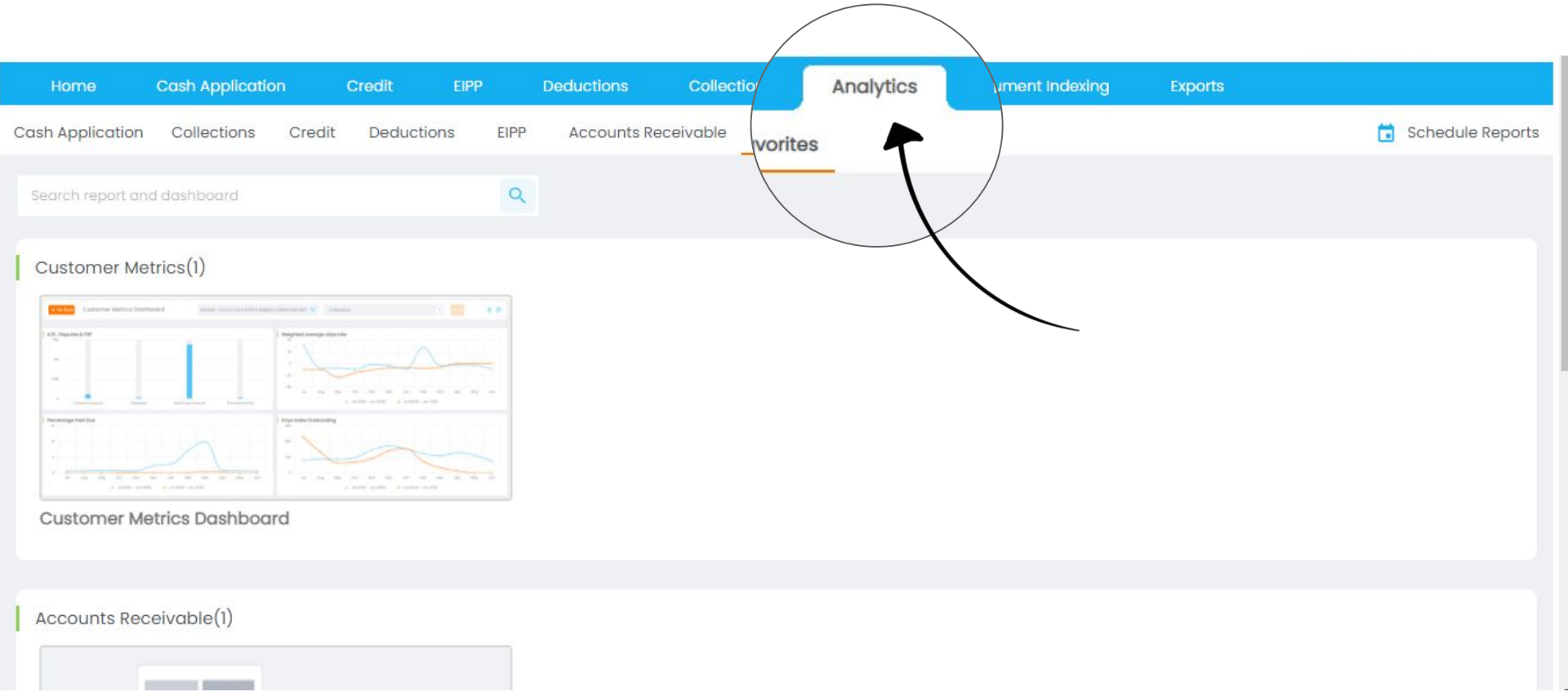
LIVE DEMO

Jump to Pro Tips

Enter Your Login Credentials

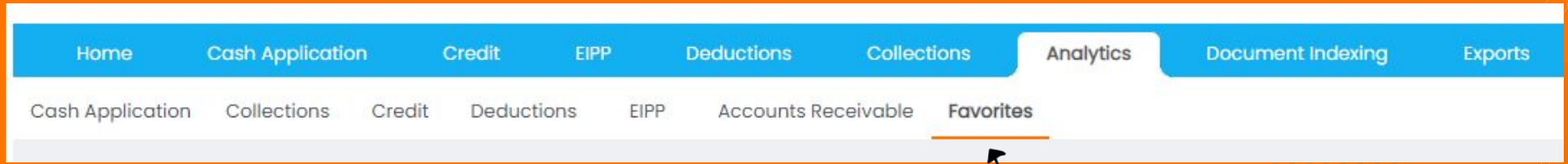


Select the Analytics Tab

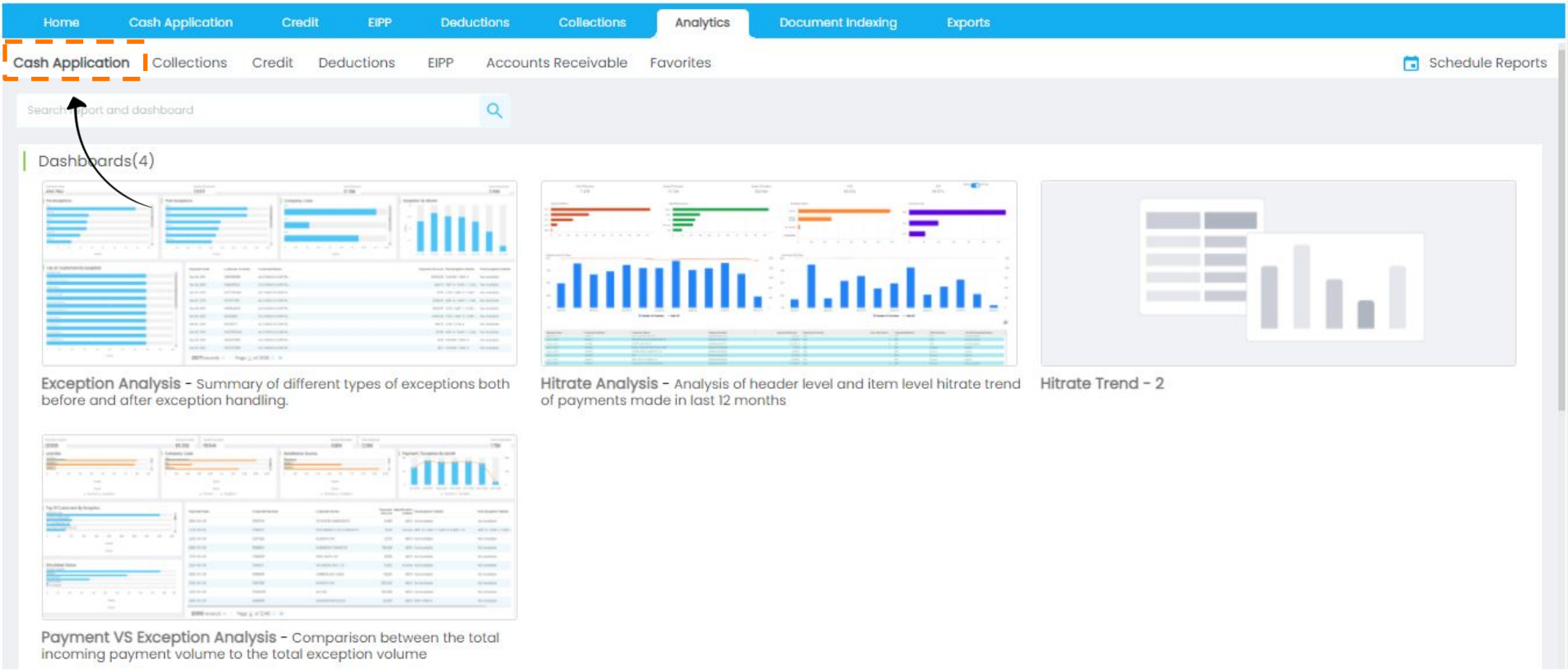


Pro Tip 1

Add Key Reporting Dashboards to Your Favorites



360 Degree View Of The Cash Application Operations



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1

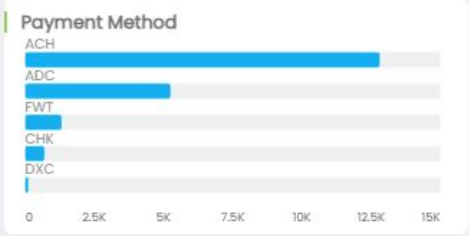
Hit Rate Analysis Dashboard

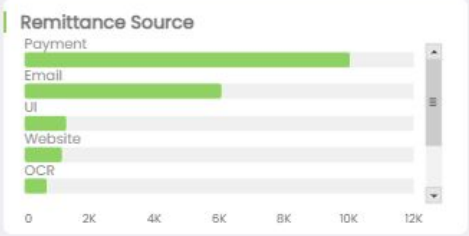
Hitrate Analysis - Analysis of header level and item level hitrate trend of payments made in last 12 months

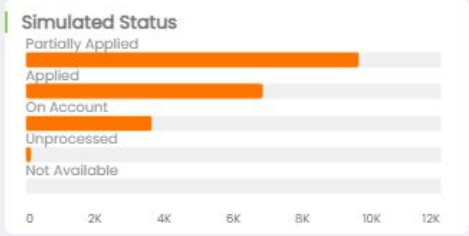
Hit Rate Analysis Dashboard Overview

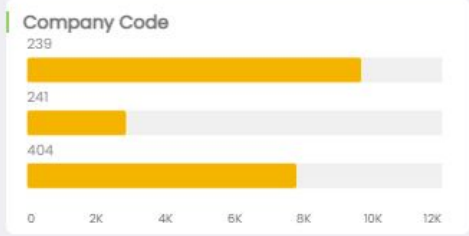
Pre EH | Post EH

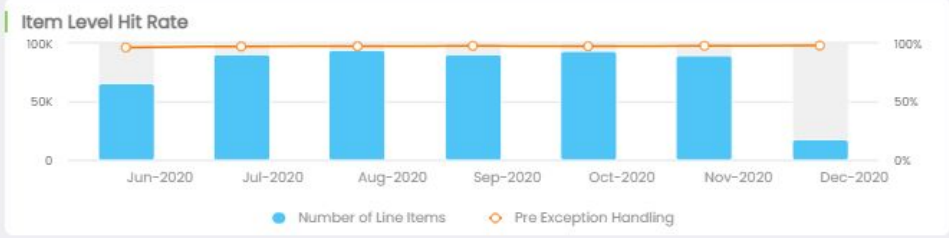
Value Of Payments	Number Of Payments	Number Of Line Items	HLHR	ILHR
5.33B	20401	542.79K	81.08 %	97.43 %











Payment Date	Customer Number	Customer Name	Cheque Number	Payment Amount	Payment Currency	Line Item Count	Payment Method	Remit Source	Pre EH Simulated Status
2020-06-08	10321726	[illegible]	172541	8,888	Not Available	1	CHK	OCR	Applied
2020-06-08	10193207	[illegible]	1893647	15,811	Not Available	20	CHK	OCR	Partially Applied
2020-06-08	10197622	[illegible]	4619567	6,676	Not Available	1	CHK	OCR	Applied

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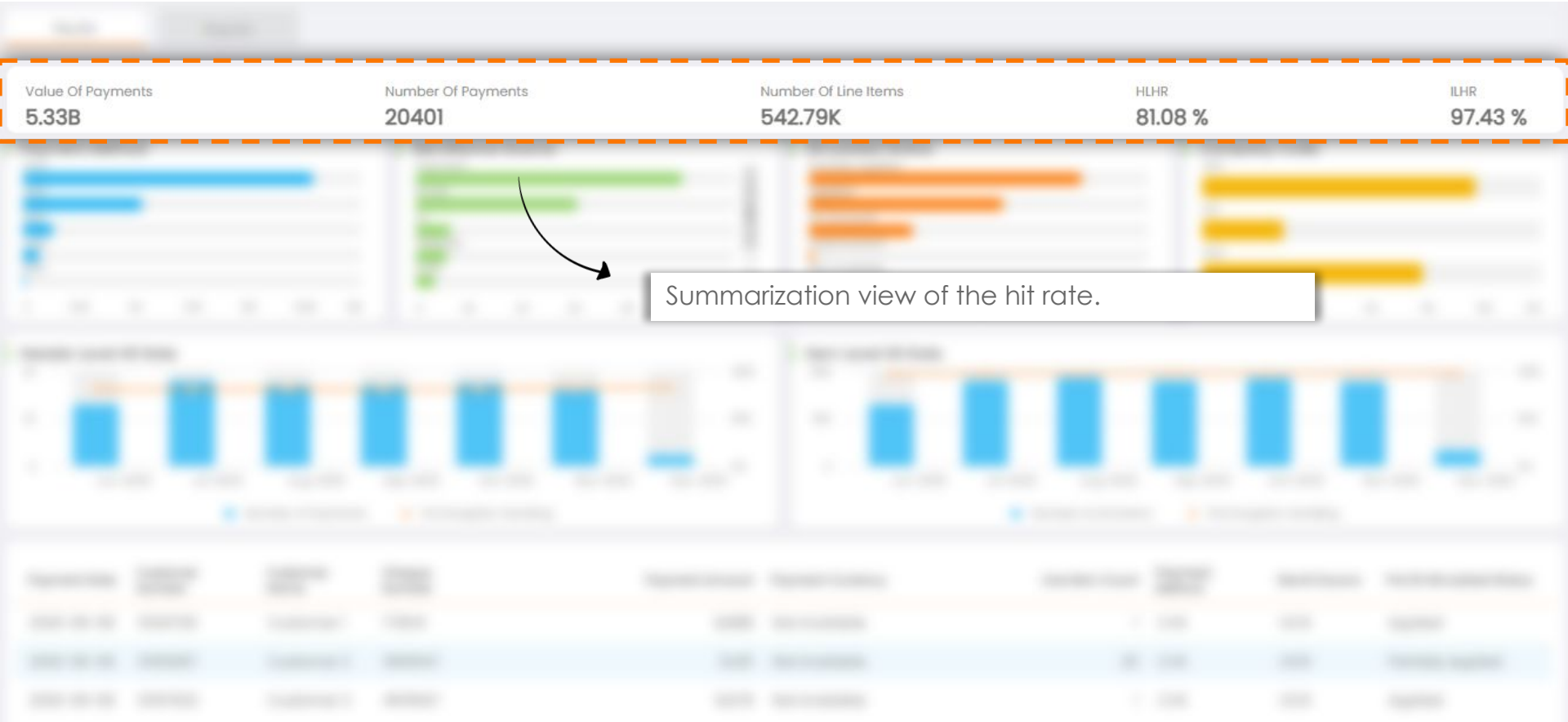
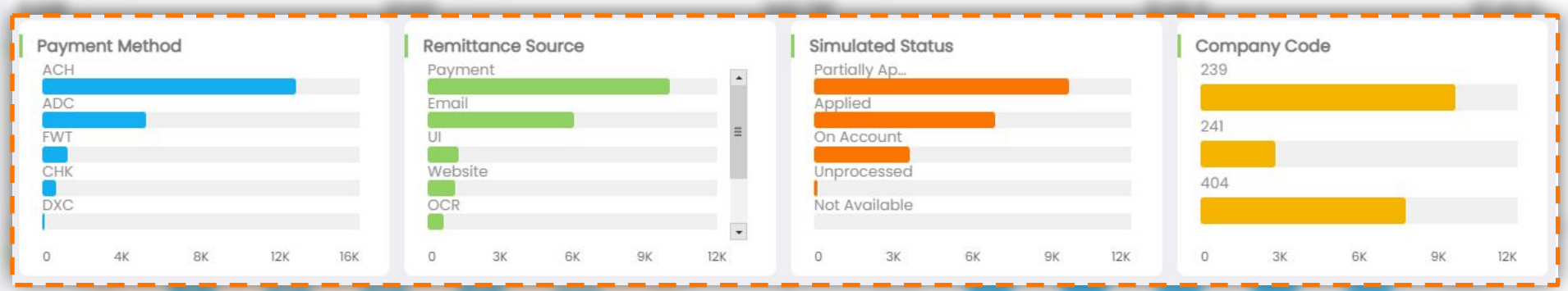
Aggregate Tiles



Cross Filters



What does it contain?

Multiple filter options to view hitrates based on Payment Methods, Remittance sources, simulated status or company code

Why you need this dashboard?

To compare the hit rates between payment method, remittance source, simulated status and company code

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High Level Visibility Into the Payment Aggregations

What does it contain?
Header level hit rate

Why you need this dashboard?
To identify if some or all the invoices related to a particular payment is identified.

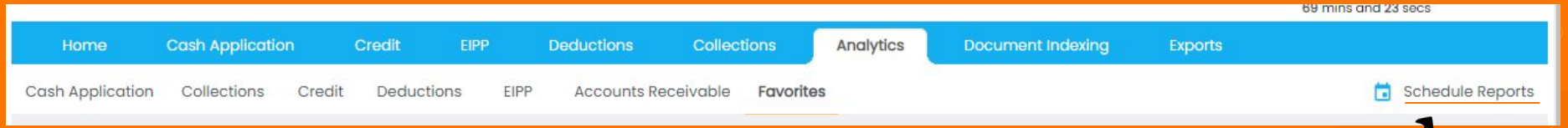
Drilled Down Visibility into Every Line Item in an Invoice

What does it contain?
Item level hit rate

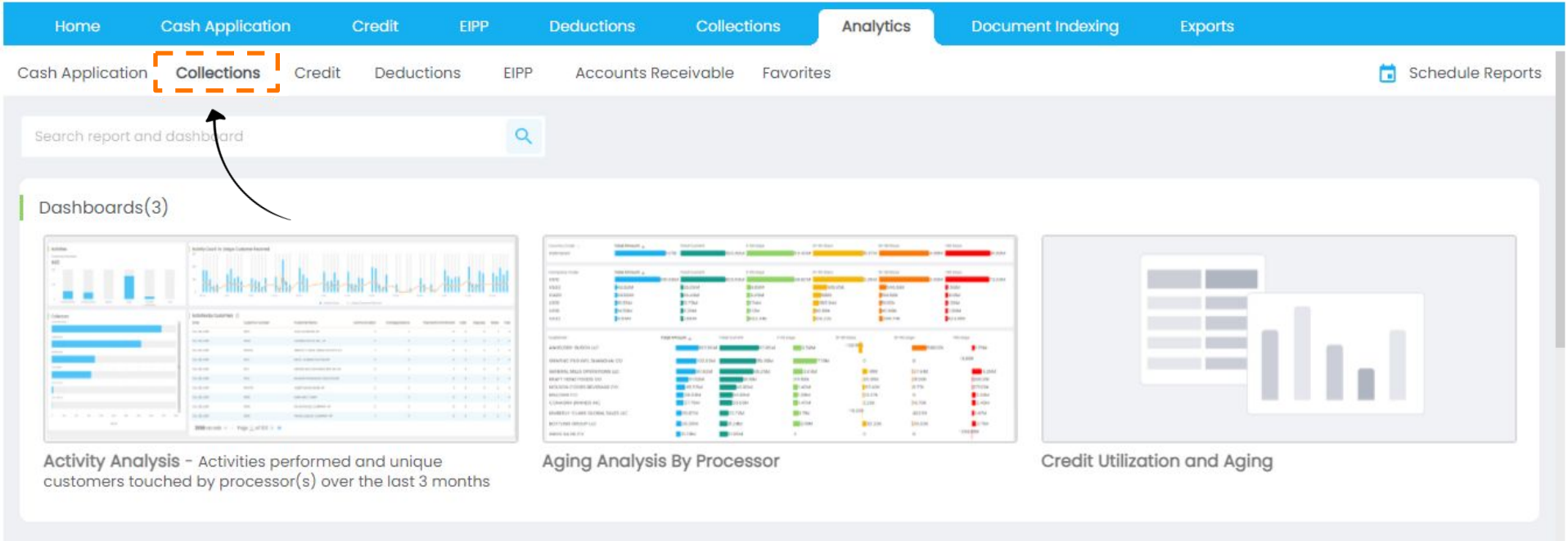
Why you need this dashboard?
To understand if every line item in an invoice is mapped correctly with the remittance details or not

Pro Tip 2

Schedule a Report to be Emailed to You Later



360 Degree View Of The Collections Operations

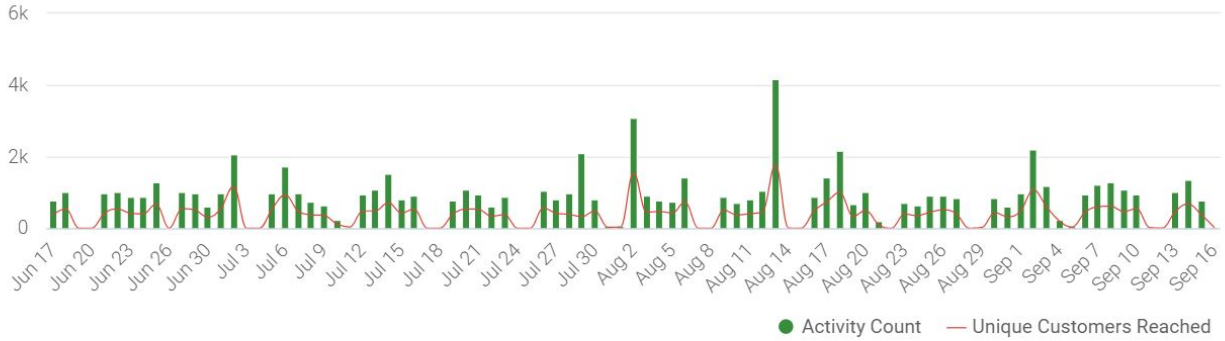


2

Activity Analysis Dashboard

Activity Analysis - Activities performed and unique customers touched by processor(s) over the last 3 months

Activity Analysis Dashboard Overview



Line of Business

Date	Customer Nu...	Customer Name	Processor	M.	Payment C...	Correspon...	N..	Di...	T..	O..	I...	L..
2021-06...			Maria Man...	0	0	0	1	0	0	2	2	U...
2021-06...	10142		Maria Man...	0	0	1	1	0	0	0	0	U...
2021-06...	1020494		Christian J...	0	0	1	1	0	0	0	0	UF
2021-06...	10296		Joyce Cab...	0	0	0	1	0	0	0	0	UF
2021-06...	1034791		Joyce Cab...	0	0	0	1	0	0	0	0	UF
2021-06...	10418		Mark Dela ...	0	0	0	2	0	0	0	0	UF
2021-06...	1049262		Joyce Cab...	0	0	1	1	0	0	0	0	UF
2021-06...	10751		Cristalyn Vi...	0	0	1	1	0	0	0	0	U...
2021-06...	1099902		Joyce Cab...	0	0	1	1	0	0	0	0	UF
2021-06...	11097		Joyce Cab...	0	0	0	1	0	0	0	0	UF
2021-06...	11137		Rachel Gal...	0	0	0	1	0	0	0	0	UF
2021-06...	11181		Aprilyn Oje...	0	0	0	1	0	0	0	0	UF
2021-06...	11181		Jayson Phil...	0	0	1	3	0	1	1	0	UF

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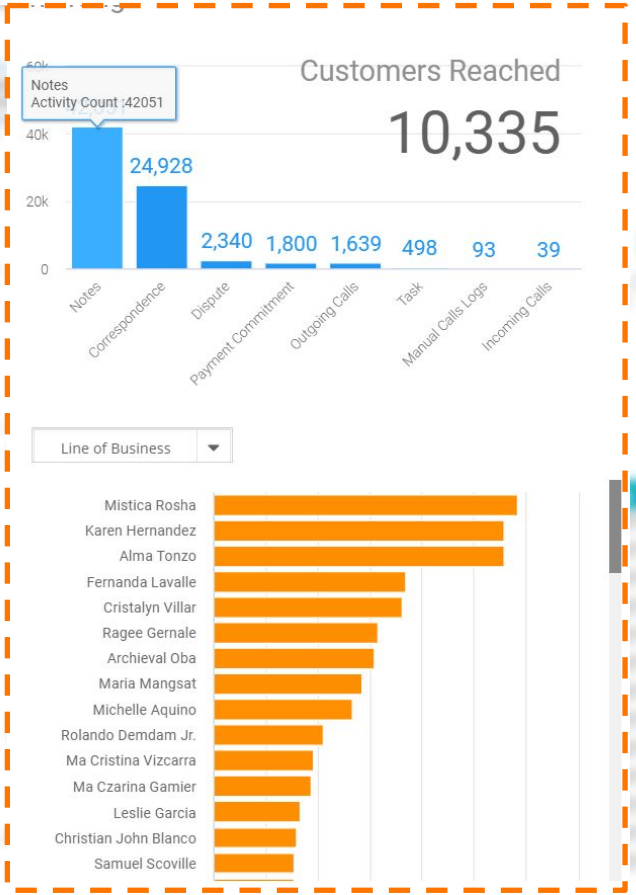
Activity Analysis Dashboard Overview



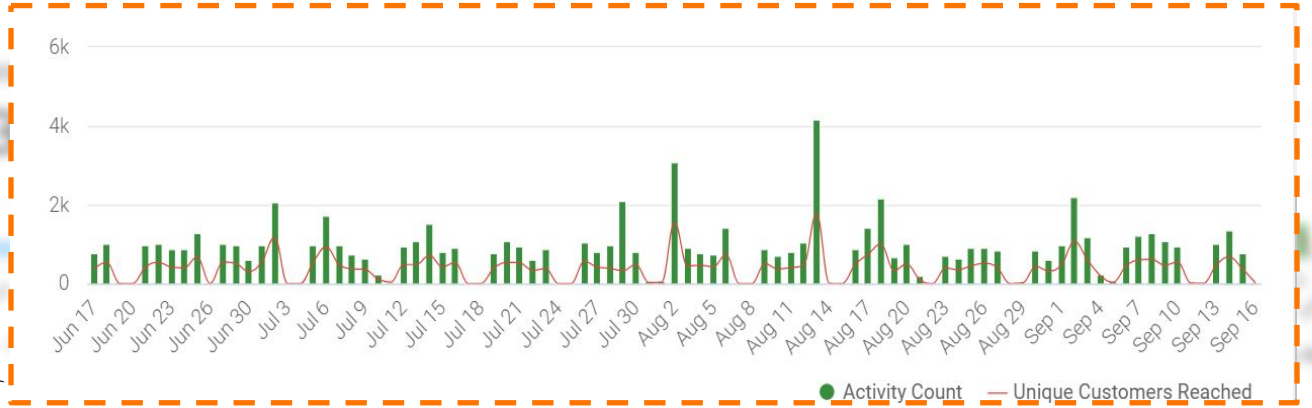
What does it contain?

Different action items taken up by individual collectors

Why you need this dashboard?

- Visibility into each of the action items created by collectors
- To identify if you have any training or performance issues
- Understand the additional requirements that your team needs to perform better

Activity Analysis Dashboard Overview



What does it contain?

Trend of collectors activity activity in the past 90 days in relation to the unique customers reached/touched

Why you need this dashboard?

- To compare the collectors worklist with any other day in the past.
- To analyze and change the way the collector takes up the activities

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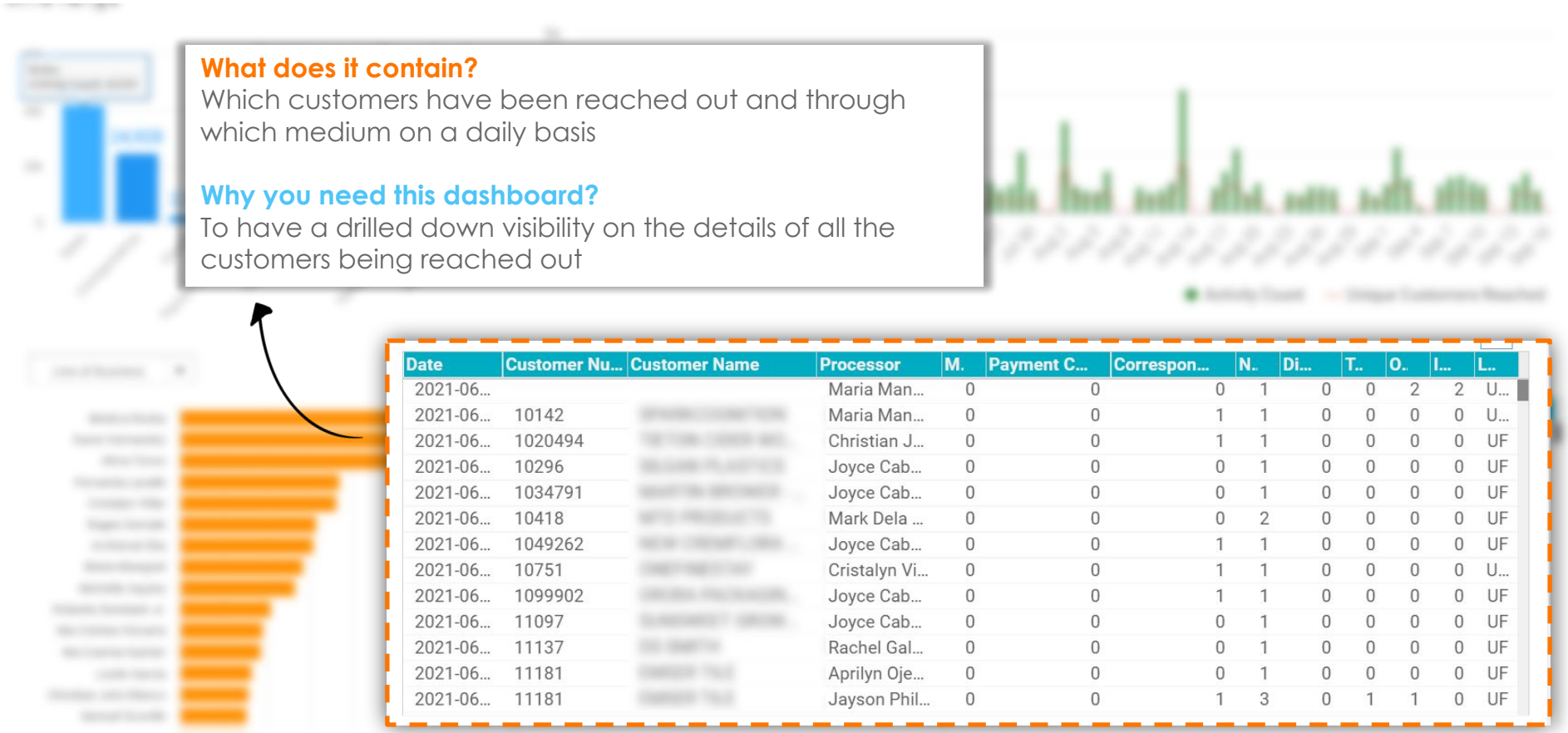
Activity Analysis Dashboard Overview

What does it contain?

Which customers have been reached out and through which medium on a daily basis

Why you need this dashboard?

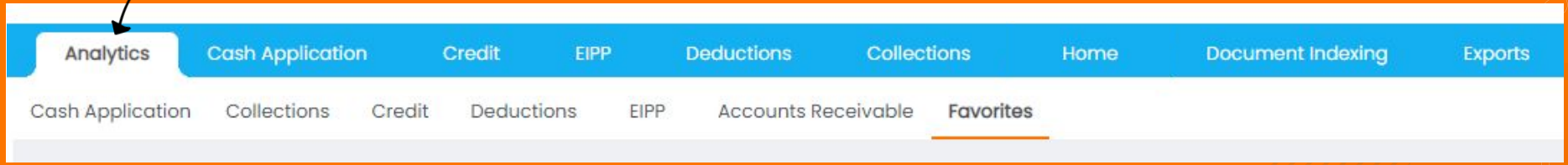
To have a drilled down visibility on the details of all the customers being reached out



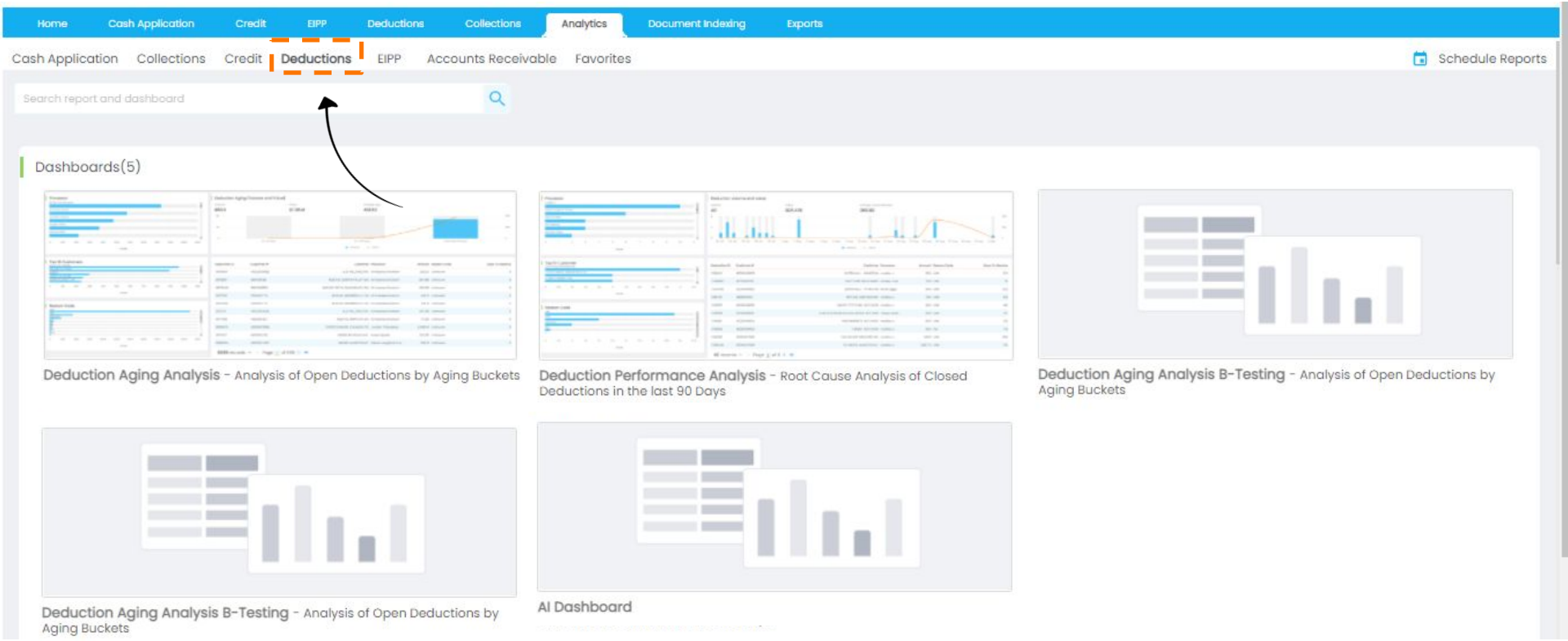
Date	Customer Nu...	Customer Name	Processor	M.	Payment C...	Correspon...	N.	Di...	T..	O.	I...	L..
2021-06...			Maria Man...	0	0	0	1	0	0	2	2	U...
2021-06...	10142		Maria Man...	0	0	1	1	0	0	0	0	U...
2021-06...	1020494		Christian J...	0	0	1	1	0	0	0	0	UF
2021-06...	10296		Joyce Cab...	0	0	0	1	0	0	0	0	UF
2021-06...	1034791		Joyce Cab...	0	0	0	1	0	0	0	0	UF
2021-06...	10418		Mark Dela ...	0	0	0	2	0	0	0	0	UF
2021-06...	1049262		Joyce Cab...	0	0	1	1	0	0	0	0	UF
2021-06...	10751		Cristalyn Vi...	0	0	1	1	0	0	0	0	U...
2021-06...	1099902		Joyce Cab...	0	0	1	1	0	0	0	0	UF
2021-06...	11097		Joyce Cab...	0	0	0	1	0	0	0	0	UF
2021-06...	11137		Rachel Gal...	0	0	0	1	0	0	0	0	UF
2021-06...	11181		Aprilyn Oje...	0	0	0	1	0	0	0	0	UF
2021-06...	11181		Jayson Phil...	0	0	1	3	0	1	1	0	UF

Pro Tip 3

Go to My Profile & Add Analytics as The Default Tab



360 Degree View of The Deduction Operations



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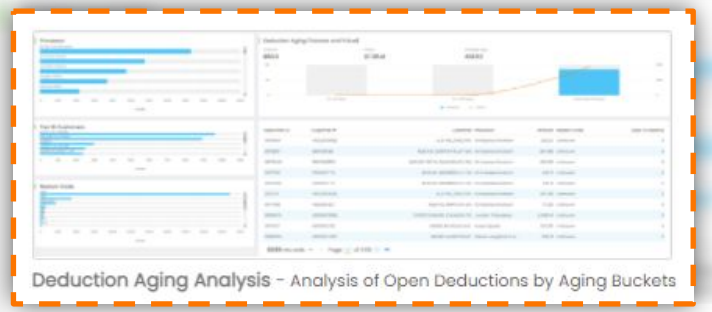
3

Deduction Aging Analysis Dashboard



Deduction Aging Analysis – Analysis of Open Deductions by Aging Buckets

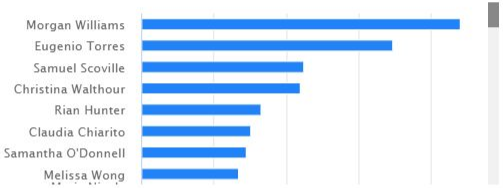
Deduction Aging Analysis Dashboard Overview

Owner

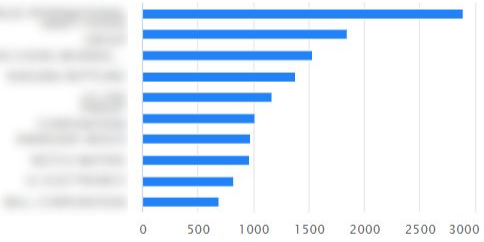
Business Line

Volume	Value	Average Age
27,285	13.74M	142.03

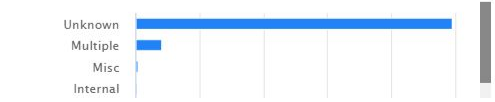
Processor



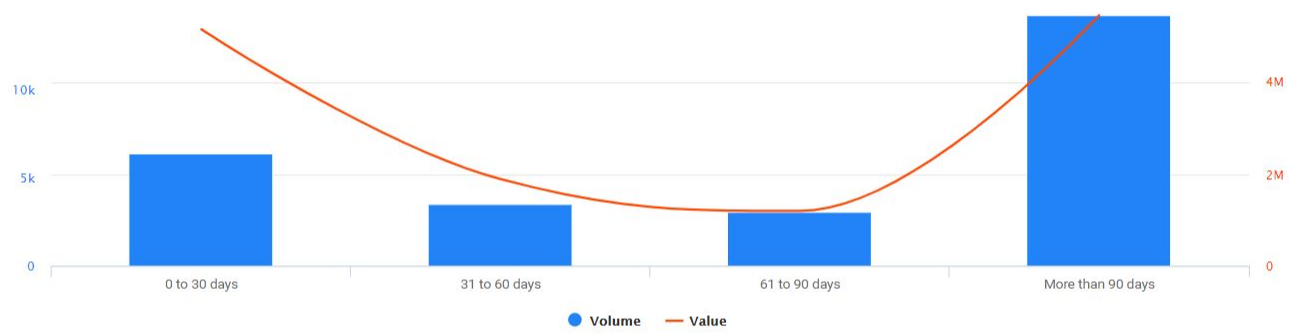
Top 10 Customers



Reason Code



Deduction Aging (Volume and Value)



Deduction id	Customer Numbe	Customer Name	Processor	Amount	Reason Code	Deduction...	Status
76670	7218	[illegible]	[illegible]	201.00	Unknown	568	Open
77607	15157	[illegible]	[illegible]	283.00	Unknown	568	Open
78310	15197	[illegible]	[illegible]	100.00	Unknown	568	Open
78314	17042	[illegible]	[illegible]	80.61	Unknown	568	Open
78327	4007	[illegible]	[illegible]	375.00	Unknown	568	Open
78352	4007	[illegible]	[illegible]	629.65	Unknown	568	Open
78354	1106	[illegible]	[illegible]	245.53	Unknown	568	Open
78355	12517	[illegible]	[illegible]	151.00	Unknown	568	Open
78361	7298	[illegible]	[illegible]	223.04	Unknown	568	Open

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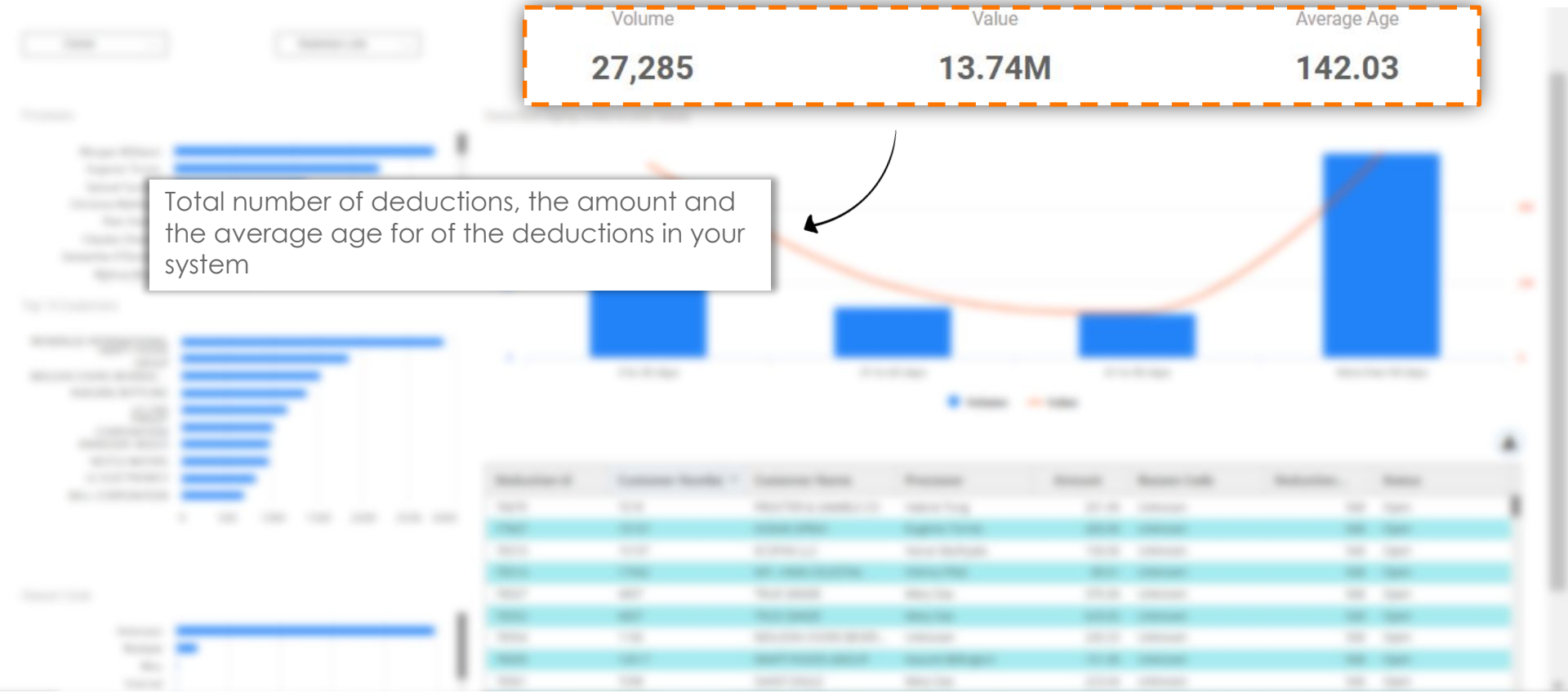
Deduction Aging Analysis Dashboard Overview



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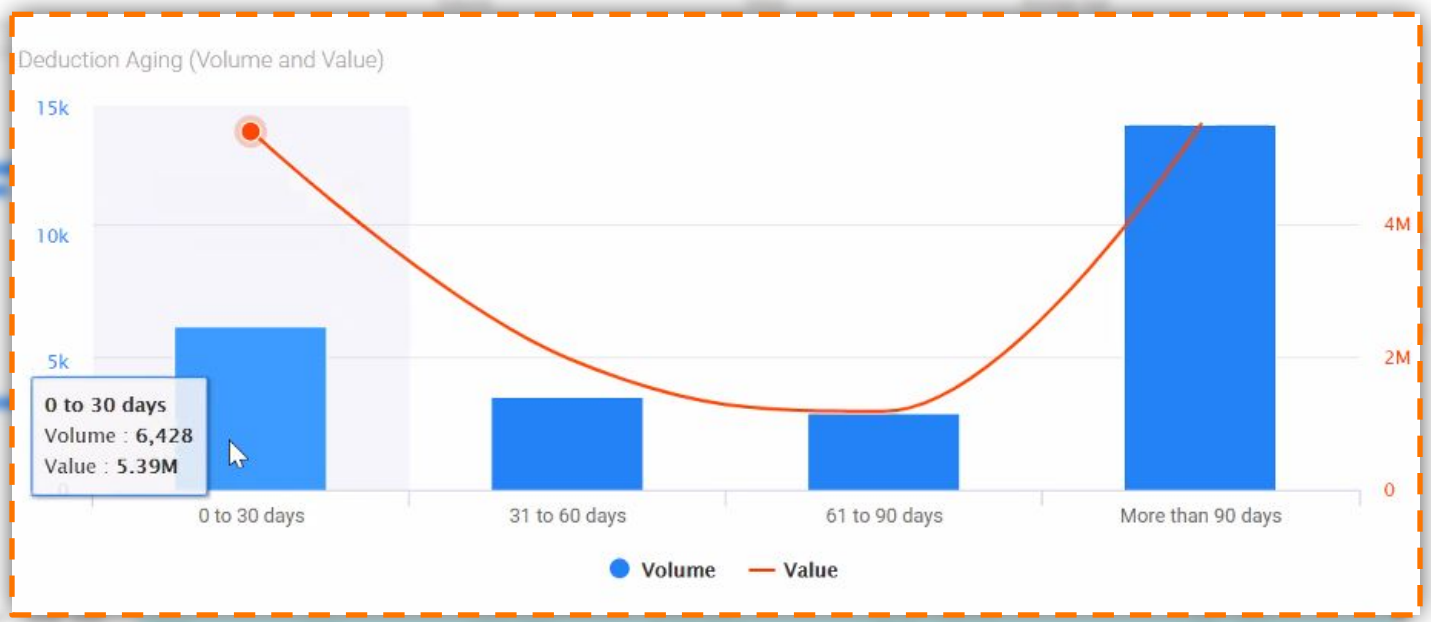
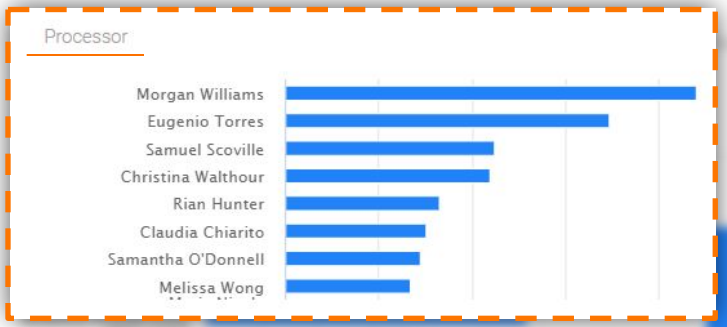
Deduction Aging Analysis Dashboard Overview



What does it contain?
Total amount and the total number of deductions in different aging buckets

Why you need this dashboard?
To identify how is your deduction portfolio looking?

Deduction Aging Analysis Dashboard Overview



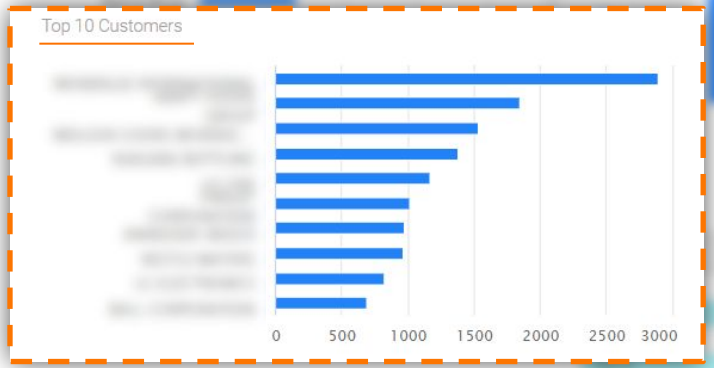
What does it contain?

The amount of deductions each processor is working on

Why you need this dashboard?

- To identify what are the critical accounts is the processor working on
- To identify the performance of each of the processors
- Understand the additional requirements that your team needs to perform better

Deduction Aging Analysis Dashboard Overview



What does it contain?

Top 10 customer with open deductions

Why you need this dashboard?

- To identify the customers that are suffering the most due to open deductions
- To prioritize deductions resolution for the strategic customers

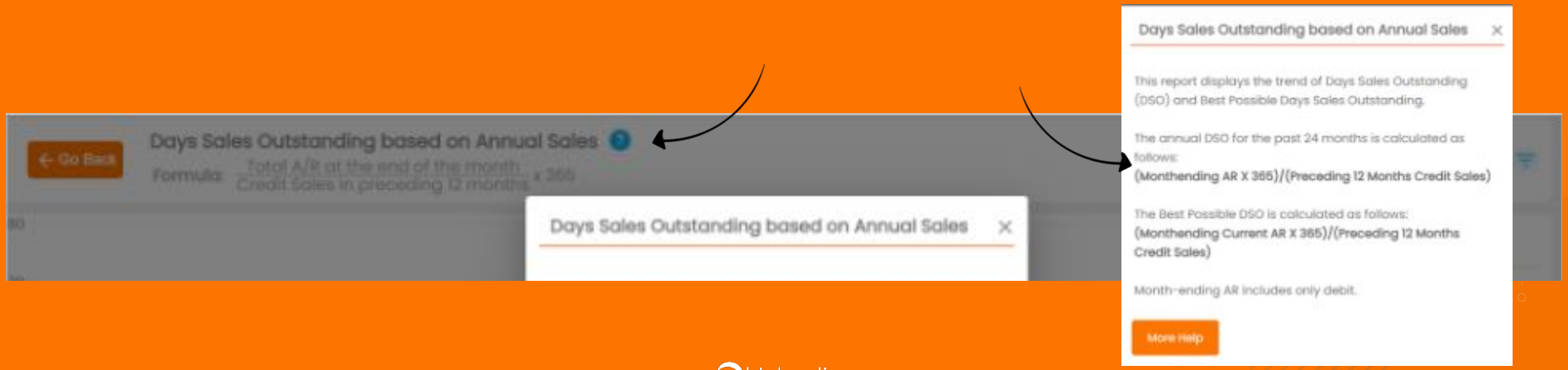
Deduction Aging Analysis Dashboard Overview

What does it contain?
The reason codes for each of the deductions taken

Why you need this dashboard?
To identify the type of deductions taken the most and analyze the reason behind it

Pro Tip 4

Click on the (?) icon to access the Analytics User Guide



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Summarizing The Pro Tips

Pro Tip 1: Add Key Reporting Dashboards to Your Favorites

Pro Tip 2: Schedule a Report to be Emailed to You Later

Pro Tip 3: Go to User My Profile & Add Analytics as The Default Tab

Pro Tip 4: Click on the (?) icon to access the Analytics User Guide

Q&A

Do You Want to Learn More About the HighRadius Analytics Module?

A. Yes, connect me to an Expert

B. Yes, send me some materials for research purpose

C. No, no at the moment