

Autonomous Systems

powered by AI

Double Your O2C Productivity Through Deep Dive Analytics

Kathleen Quill

Enterprise Customer Value Manager





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



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



Poll Question

03

Have you introduced new KPIs after incorporating HighRadius automation solutions?

1. Yes
2. No

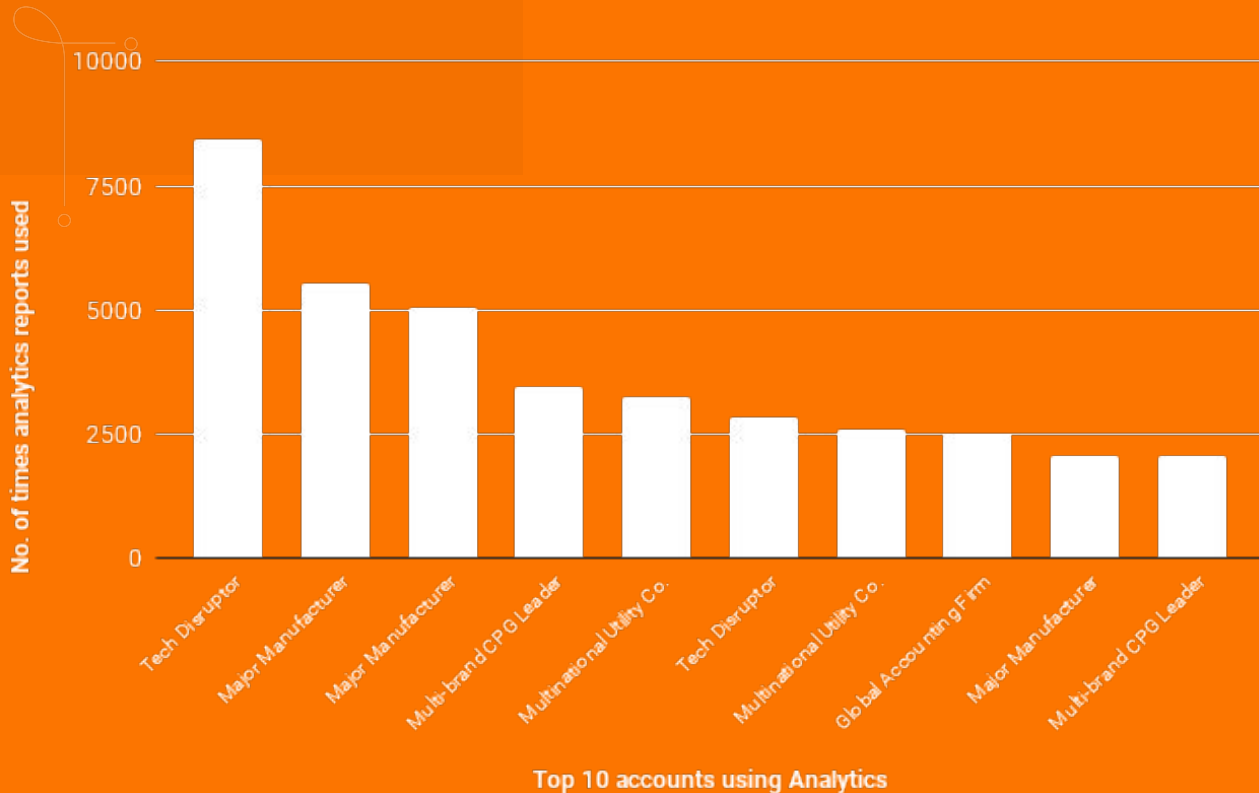


- Are my collectors productive enough?
- What does my deductions aging look like?
- Are my deductions being handled in the most efficient way?
- How is my hit rate? Is there an improvement from before we were using automation and now?



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

Top HighRadius Customers Using Analytics



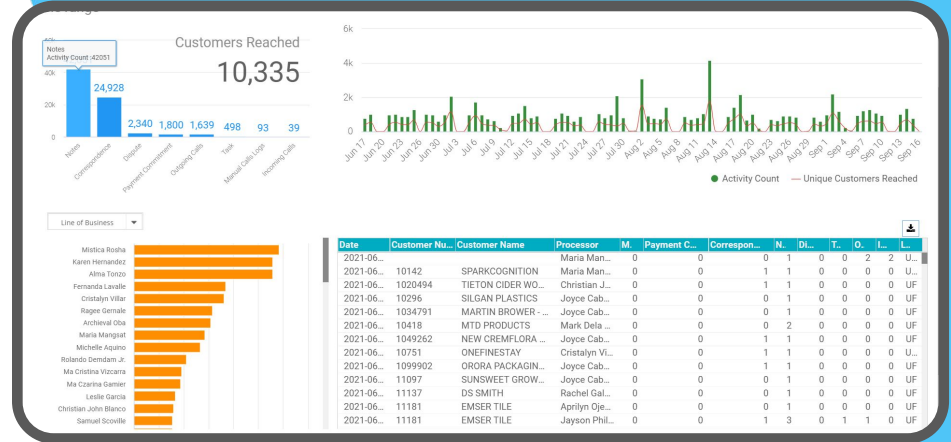
On an average, **4000+** reports were pulled out by **Top 10 HighRadius Customers in 2021**

Top Three Dashboards Used by HighRadius Customers

1. Cash App Hit Rate Analysis Dashboard

2. Collections Activity Analysis Dashboard

3. Deduction Aging Analysis Dashboard

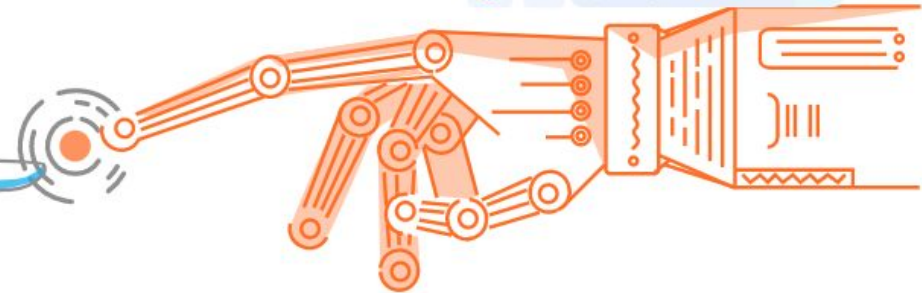


LIVE DEMO

Enter Your Login Credentials



? 🔒 🌐 English ▼



AI-Powered

Integrated Receivables

Sign in to Integrated Receivables Account

Username

Password

Remember Username

[Forgot Password?](#)

Sign In

Select the Analytics Tab



Search report and dashboard 

Customer Metrics(1)



Customer Metrics Dashboard

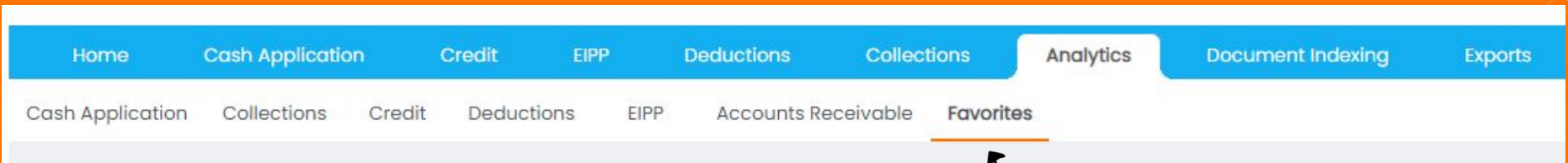
Accounts Receivable(1)





Pro Tip 1

Add Key Reporting Dashboards to Your Favorites



360 Degree View Of The Cash Application Operations

Home Cash Application Credit EIPP Deductions Collections **Analytics** Document Indexing Exports

Cash Application Collections Credit Deductions EIPP Accounts Receivable Favorites Schedule Reports

Search report and dashboard

Dashboards(4)

Exception Analysis - Summary of different types of exceptions both before and after exception handling.

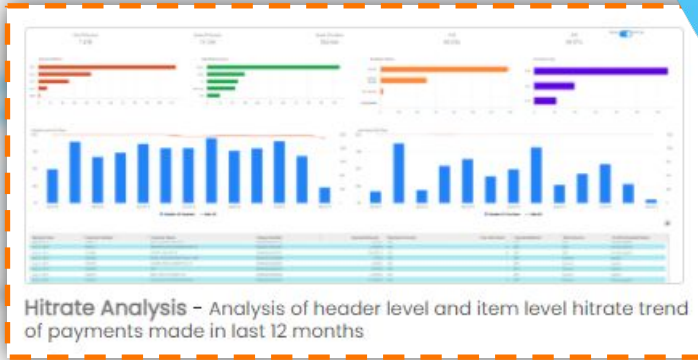
Hitrate Analysis - Analysis of header level and item level hitrate trend of payments made in last 12 months

Hitrate Trend - 2

Payment VS Exception Analysis - Comparison between the total incoming payment volume to the total exception volume

1

Hit Rate Analysis Dashboard



Hit Rate Analysis Dashboard Overview

Pre EH

Post EH

Value Of Payments

5.33B

Number Of Payments

20401

Number Of Line Items

542.79K

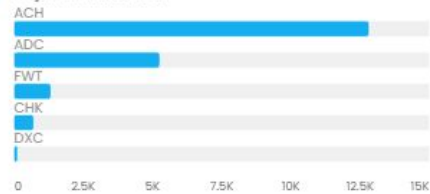
HLHR

81.08 %

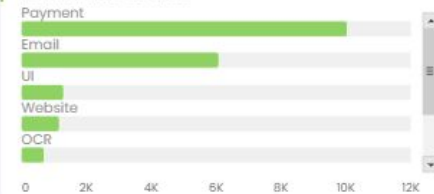
ILHR

97.43 %

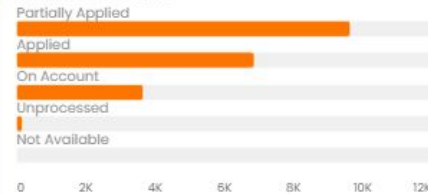
Payment Method



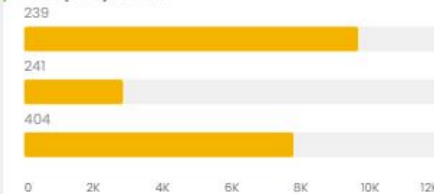
Remittance Source



Simulated Status



Company Code



Header Level Hit Rate



Item Level Hit Rate



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	[REDACTED]	172541	8,888	Not Available	1	CHK	OCR	Applied
2020-06-08	10193207	[REDACTED]	1893647	15,811	Not Available	20	CHK	OCR	Partially Applied
2020-06-08	10197622	[REDACTED]	4619567	6,676	Not Available	1	CHK	OCR	Applied

Aggregate Tiles

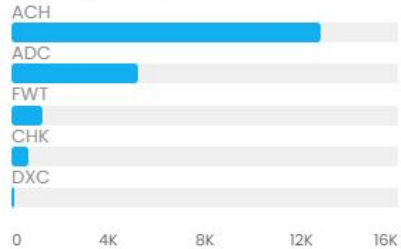
Value Of Payments 5.33B	Number Of Payments 20401	Number Of Line Items 542.79K	HLHR 81.08 %	ILHR 97.43 %
-----------------------------------	------------------------------------	--	------------------------	------------------------



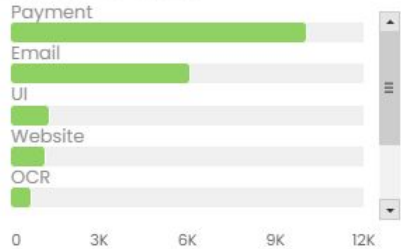
Category	Value	Value	Value	Category	Value	Category	Value	Value
Category 1	Value 1	Value 2	Value 3	Category 2	Value 4	Category 3	Value 5	Value 6
Category 1	Value 1	Value 2	Value 3	Category 2	Value 4	Category 3	Value 5	Value 6
Category 1	Value 1	Value 2	Value 3	Category 2	Value 4	Category 3	Value 5	Value 6
Category 1	Value 1	Value 2	Value 3	Category 2	Value 4	Category 3	Value 5	Value 6

Cross Filters

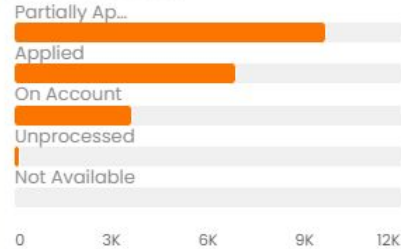
Payment Method



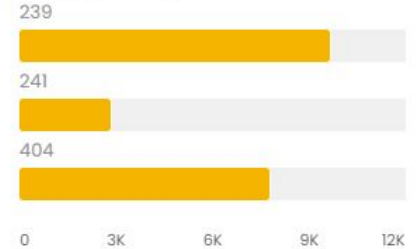
Remittance Source



Simulated Status



Company Code



What does it contain?

Multiple filter options to view hit rates 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

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.

Header Level Hit Rate



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

69 mins and 23 secs

Home Cash Application Credit EIPP Deductions Collections **Analytics** Document Indexing Exports

Cash Application Collections Credit Deductions EIPP Accounts Receivable **Favorites**

 [Schedule Reports](#)

360 Degree View Of The Collections Operations

Home Cash Application Credit EIPP Deductions Collections Analytics Document Indexing Exports

Cash Application **Collections** Credit Deductions EIPP Accounts Receivable Favorites

Search report and dashboard

Dashboards(3)

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

Aging Analysis By Processor

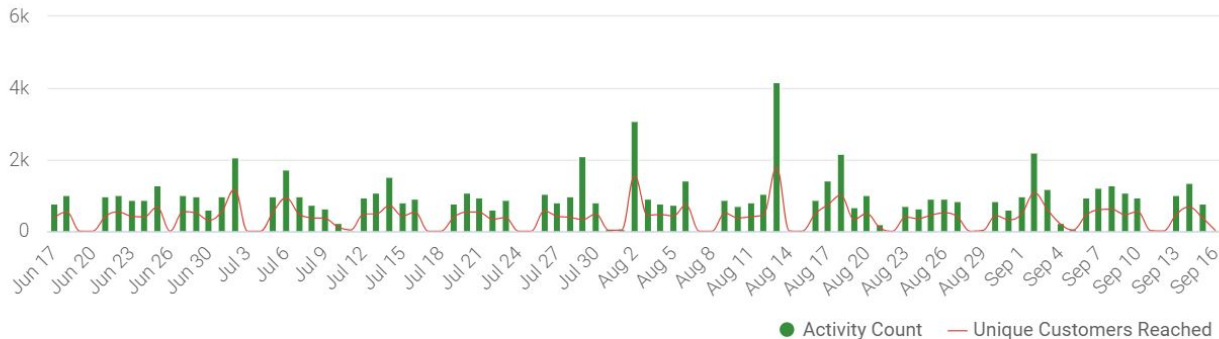
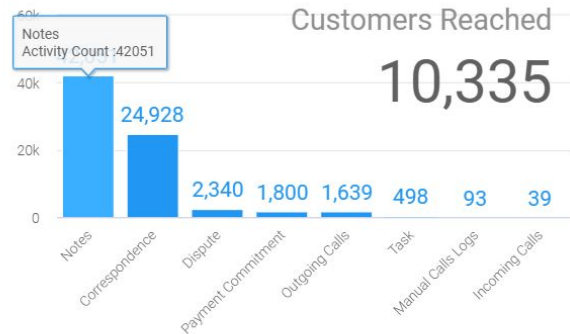
Credit Utilization and Aging

Activity Analysis Dashboard

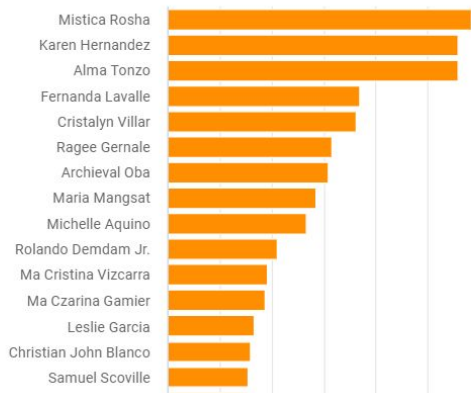


Activity Analysis - Activities performed and unique customers touched by processor(s) over the last 3 months

Activity Analysis Dashboard Overview

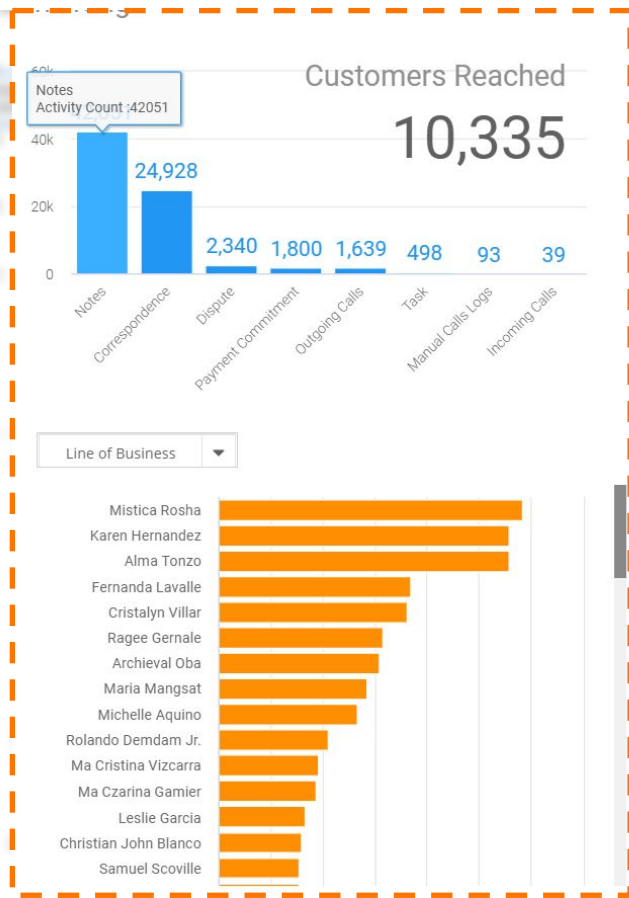


Line of Business



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

Activity Analysis Dashboard Overview



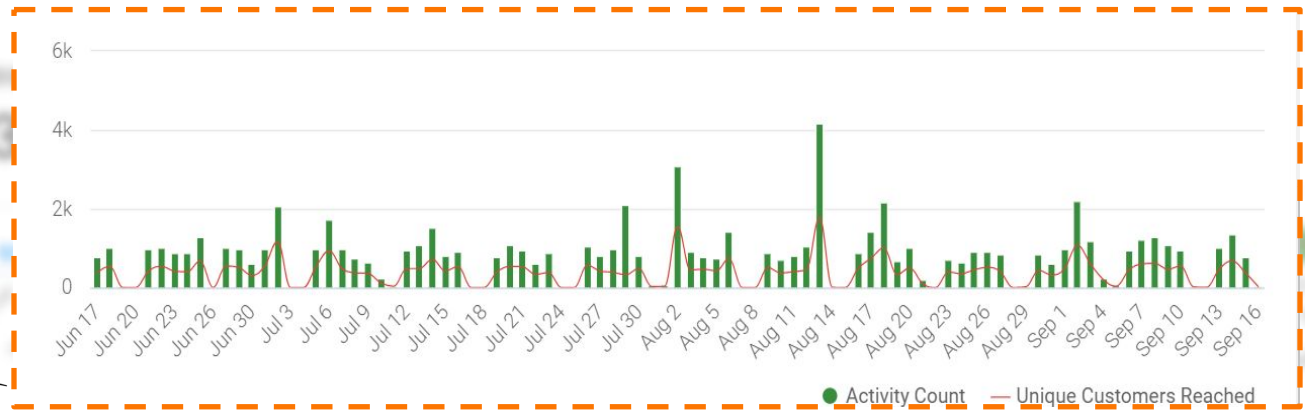
What does it contain?

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


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

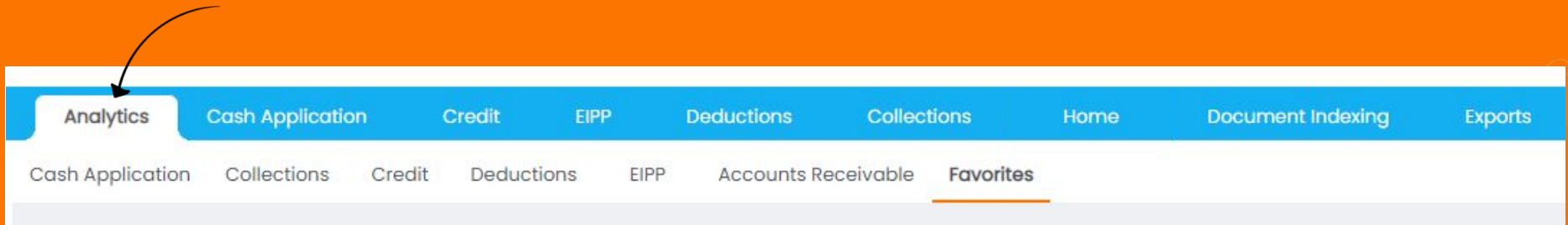


Date	Customer Nu...	Customer Name	Processor	M.	Payment C...	Correspon...	N.	Di...	T..	O..	I...	L...
2021-06...			Maria Man...	0	0	0	1	0	0	2	2	U...
2021-06...	10142		Maria Man...	0	0	1	1	0	0	0	0	U...
2021-06...	1020494		Christian J...	0	0	1	1	0	0	0	0	UF
2021-06...	10296		Joyce Cab...	0	0	0	1	0	0	0	0	UF
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

Home Cash Application Credit **EIPP** Deductions Collections Analytics Document Indexing Exports

Cash Application Collections Credit **Deductions** EIPP Accounts Receivable Favorites Schedule Reports

Search report and dashboard

Dashboards(5)

Deduction Aging Analysis - Analysis of Open Deductions by Aging Buckets

Deduction Performance Analysis - Root Cause Analysis of Closed Deductions in the last 90 Days

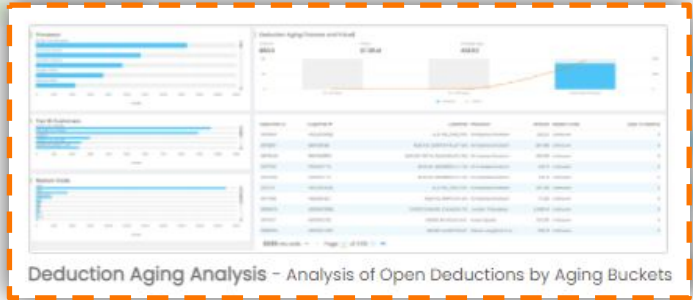
Deduction Aging Analysis B-Testing - Analysis of Open Deductions by Aging Buckets

Deduction Aging Analysis B-Testing - Analysis of Open Deductions by Aging Buckets

AI Dashboard

3

Deduction Aging Analysis Dashboard



Deduction Aging Analysis Dashboard Overview

Owner

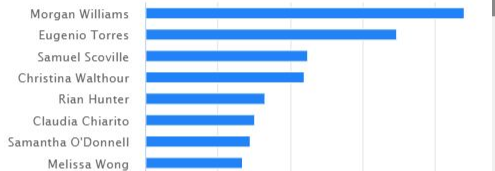
Business Line

Volume
27,285

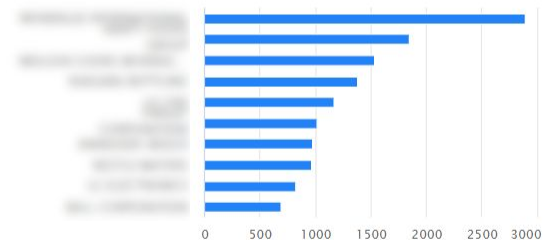
Value
13.74M

Average Age
142.03

Processor



Top 10 Customers



Reason Code



Deduction Aging (Volume and Value)

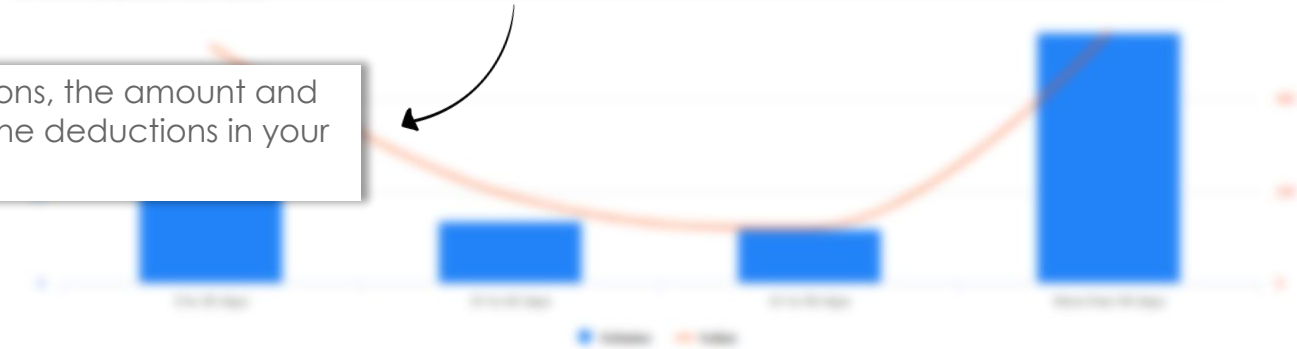


Deduction id	Customer Number	Customer Name	Processor	Amount	Reason Code	Deduction...	Status
76670	7218	[Blurred]	[Blurred]	201.00	Unknown	568	Open
77607	15157	[Blurred]	[Blurred]	283.00	Unknown	568	Open
78310	15197	[Blurred]	[Blurred]	100.00	Unknown	568	Open
78314	17042	[Blurred]	[Blurred]	80.61	Unknown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

Deduction Aging Analysis Dashboard Overview

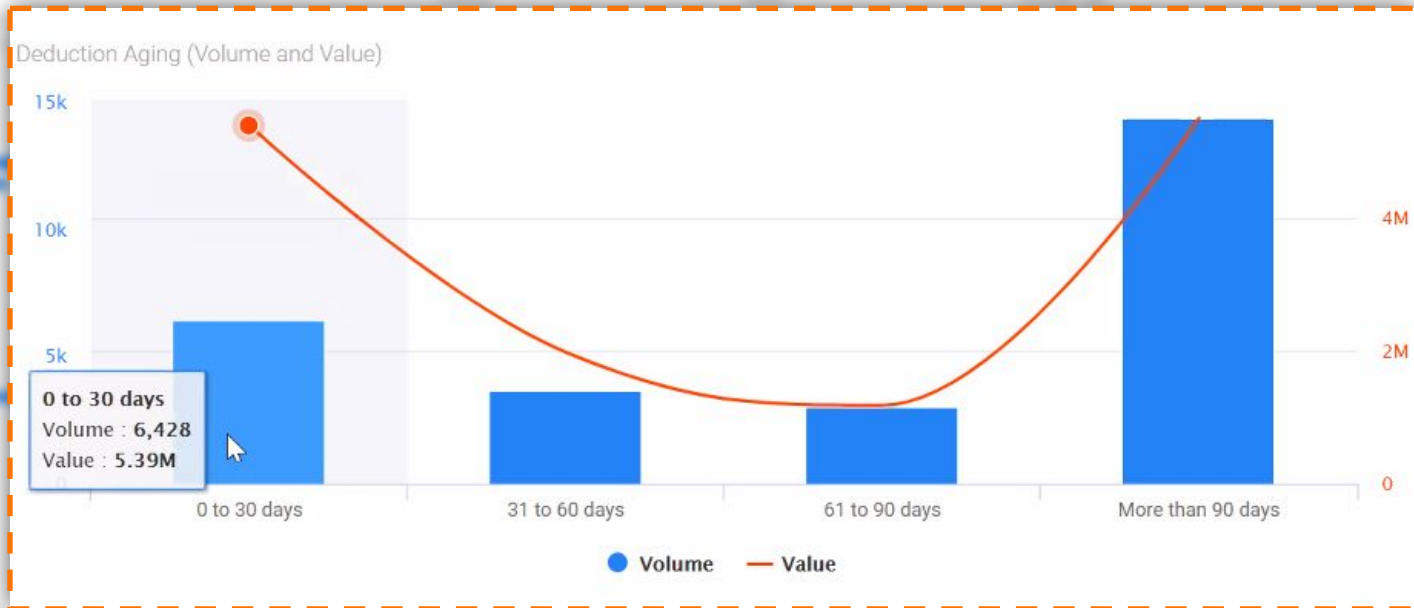


Total number of deductions, the amount and the average age for of the deductions in your system



Item	Quantity	Unit Price	Total Price	Item	Quantity	Unit Price	Total Price
Item 1	100	100.00	10,000.00	Item 2	200	50.00	10,000.00
Item 3	150	70.00	10,500.00	Item 4	180	55.00	9,900.00
Item 5	120	85.00	10,200.00	Item 6	160	60.00	9,600.00
Item 7	90	110.00	9,900.00	Item 8	140	65.00	9,100.00
Item 9	110	80.00	8,800.00	Item 10	130	65.00	8,450.00
Item 11	80	110.00	8,800.00	Item 12	120	65.00	7,800.00
Item 13	70	120.00	8,400.00	Item 14	110	65.00	7,150.00
Item 15	60	130.00	7,800.00	Item 16	100	65.00	6,500.00

Deduction Aging Analysis Dashboard Overview



What does it contain?

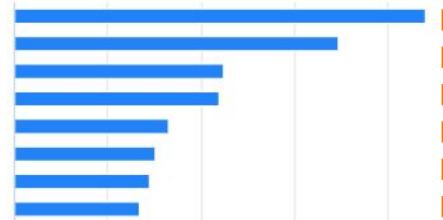
Total amount and the total number of deductions in different aging buckets

Why you need this dashboard?

To identify how is your deduction portfolio looking?

Deduction Aging Analysis Dashboard Overview

Processor



Processor	Amount
Morgan Williams	142,000
Eugenio Torres	115,000
Samuel Scoville	105,000
Christina Walthour	100,000
Rian Hunter	95,000
Claudia Chiarito	90,000
Samantha O'Donnell	85,000
Melissa Wong	80,000

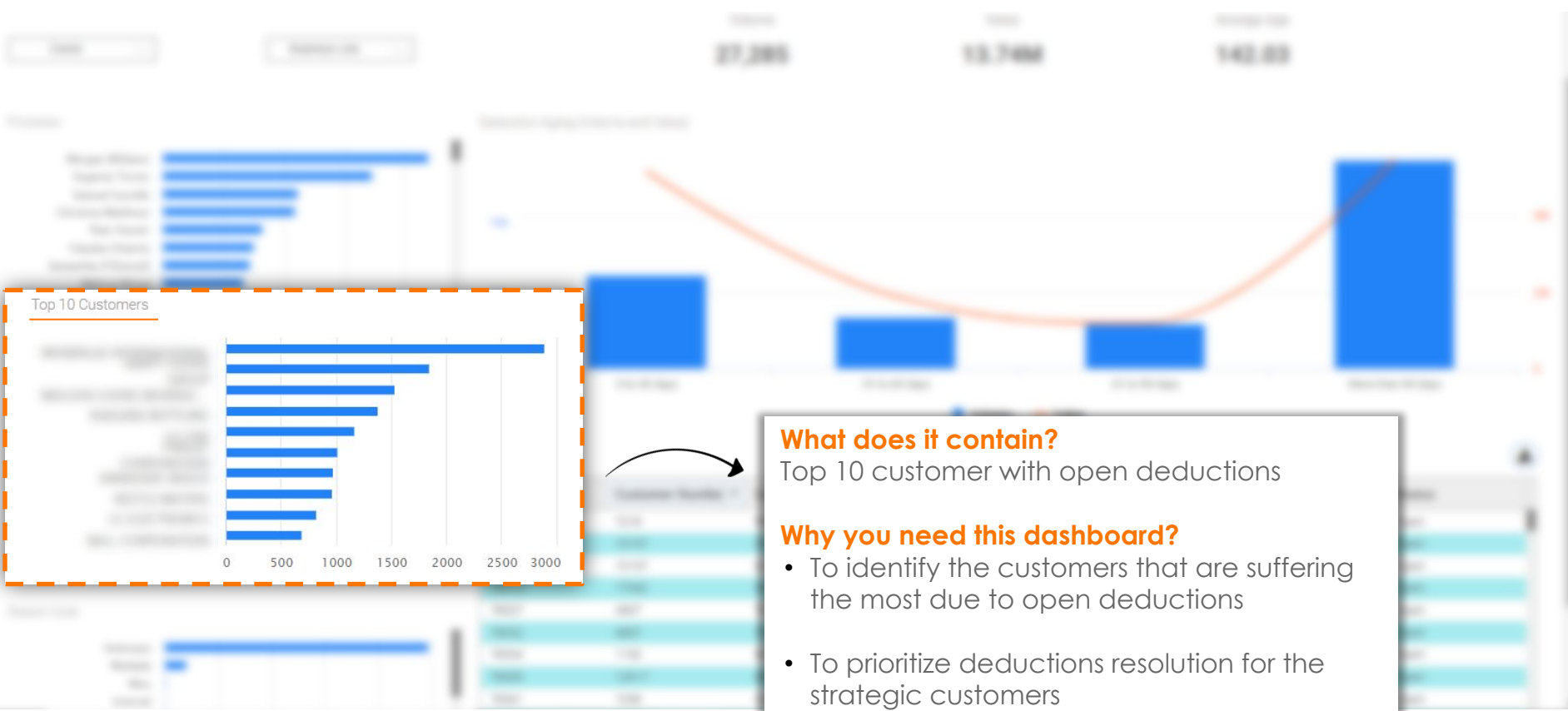
What does it contain?

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



Top 10 Customers

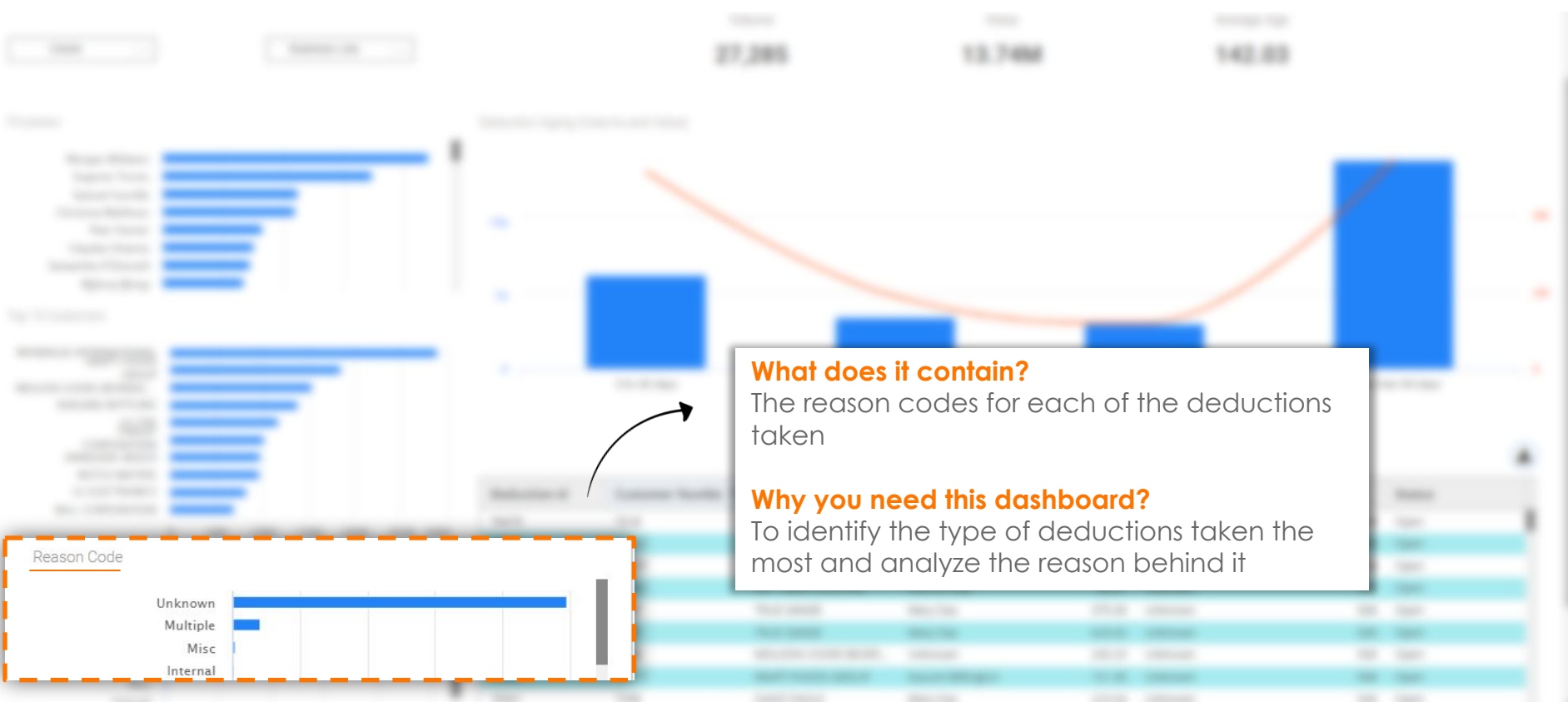
What does it contain?

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

Reason Code





Pro Tip 4

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

The screenshot shows a software interface with a tooltip for "Days Sales Outstanding based on Annual Sales". The tooltip contains the following text:

Days Sales Outstanding based on Annual Sales ?

← Go Back

Formula: $\frac{\text{Total A/R at the end of the month} \times 365}{\text{Credit Sales in preceding 12 months}}$

Days Sales Outstanding based on Annual Sales ×

Days Sales Outstanding based on Annual Sales ×

This report displays the trend of Days Sales Outstanding (DSO) and Best Possible Days Sales Outstanding.

The annual DSO for the past 24 months is calculated as follows:
 $(\text{Monthending AR X 365}) / (\text{Preceding 12 Months Credit Sales})$

The Best Possible DSO is calculated as follows:
 $(\text{Monthending Current AR X 365}) / (\text{Preceding 12 Months Credit Sales})$

Month-ending AR includes only debit.

More Help

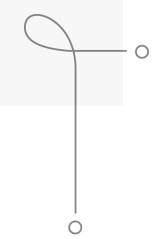
Summarizing The Pro Tips

 **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





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