

CUSTOMER SUCCESS STORY

Teletrac Navman: Automating Receivables to Achieve 81% CEI

Teletrac Navman had an inefficient & disorganised AR process. They were looking for a cloud-based solution that could integrate seamlessly to boost process efficiency while ensuring scalability.

With HighRadius solutions, they could leverage digital transformation while addressing issues caused by manual AR processes.

HEADQUARTERS
Irvine, CA,
United States

INDUSTRY
Computer Software

REVENUE
\$253 Million

45

Days
Reduction in DSO

81%

Rate
Achieved in CEI

HighRadius solutions are fantastic. I believe when each solution is set-up to the needs of your business, they will work great. You will see positive progress quickly."


Jim Petras
Manager, Credit/Collections,
Billing & Cash Application,
Teletrac Navman


"When we implemented HighRadius solutions, our internal processes changed drastically. Past due accounts were prioritized based on our predetermined strategies, and worklists were created daily for each collector. We now have an organized and efficient process for resolving past due balances."


Jim Petras
Manager, Credit/Collections,
Billing & Cash App, Teletrac Navman

THE CHALLENGES

Roadblocks in Bringing AR Processes In-House


Manual & Time-Consuming AR Processes


Absence of a Prioritized Worklist



Inefficient & Unorganized Collections Process with No End-to-End Visibility


"We have the ability to store contacts, document collection efforts, create follow-up tasks, assign reason codes to categorize issues, and set-up an auto correspondence process. We have seen significant improvement in our Past Due Aging and DSO results."


Jim Petras
Manager, Credit/Collections,
Billing & Cash App, Teletrac Navman

THE RESULTS


Yielding Great Results with HighRadius


45 Days Reduction in Day Sales Outstanding (DSO)


35% of the Customers Pay Invoices Digitally


Self-Service Portal for Customers & Worklist Prioritization


81% Collections Effectiveness Index(CEI) Achieved


50% Increase in team productivity, due to reduction in overtime

Discover More Benefits of HighRadius Autonomous Solutions

The AI-Powered Receivables Automation Platform
Trusted by 700+ Industry Leading Companies

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