


# Autonomous Receivables Solutions for Order to Cash in **High Tech Electronic** Companies.

## Overview of Autonomous Receivables Solutions for High Tech Electronic Companies




### Cash Application

AI-Based Remittance Prediction for **Missing & Complex Remittance** Scenarios

Auto Remittance Capture from **Emails, EDIs, Checks, Customer Portals**

100% elimination of **bank lockbox fees**



### 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



### Credit

**100% Real Time Credit Risk Monitoring** with HighRadius' AI-Powered Credit Management Software

**3x Faster customer onboarding** and real-time credit risk visibility with proactive credit reviews

### 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 High Tech Electronic Companies Across the Globe Trust HighRadius to Automate their Order to Cash Processes



# How HighRadius Addresses High Tech Electronics Industry-Specific Challenges



## Challenge

### Cumbersome process for Electronic Fund Transfers

In the majority of the High Tech electronics company, EFTs are processed manually where the cash application analyst will verify each line item on payments - if the remittance data is available. In case of the non-availability of remittance data, the cash application team will reach out to their customers for remittances. This leads to a time-consuming process.



## 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.



## Challenge

### Manual Remittance Matching from Multiple Retail Customer Portals

Dealing with a global customer base, High-tech electronic companies receive remittances from various sources. While applying cash, the cash application analysts have to manually aggregate the remittances from check-stubs, emails, EDIs, and multiple 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.



## Solution

### Increased Cash App Process Accuracy With Auto-Remittance Capture

The HighRadius Cash App Cloud leverages AI-based multiple OCR (Optical Character Recognition) engines to capture the accurate check remittance data. Cash application teams in the high tech electronic 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.



## Challenge

### Lack of real time visibility on key metrics

Some of the companies in the high tech electronics industry still follow the practice of manual note-taking and logging customer interactions on excel sheets, due to which there is no centralized repository for tracking reminders, emails, notes, or P2Ps (promise to pay). As a result, collectors don't have real time visibility into invoice tracking, leading to a lack of management and ownership among teams.



## Solution

### Collections Cloud for Auto Capture and Recording of Calls, Emails and P2Ps

HighRadius' AI based collections software can effortlessly extract and store the information from calls, emails and other correspondences. The AI leveraged dashboards provides enhanced real time visibility into crucial metrics like employee KPIs by recording analysts' performance.



## Challenge

### Lack of Prioritizing High-Risk Customers

Companies in the Electronics Industry usually have to deal with a huge and complex customer base with parent-child scenarios. Therefore, the collectors find it very challenging to identify their high-risk customers. Since they practice manual prioritization based on aging analysis or the past due invoice dollar value - it does not give them an overall view of the credit risk and the payment history of the customer. As a result, their collection team might end up reaching out to the low-risk customers instead of high-risk ones.



## Solution

### Auto-Prioritized Worklist to Identify High-Risk Customers

With the AI-Leveraged Collections Cloud, collectors can have an auto-prioritized worklist. They can easily identify high-risk customers with the help of this auto-prioritized worklist. With its AI capabilities, the software helps the collections team to improvise their collection strategies for a faster past-due recovery.



## Challenge

### Lack of Proper Dunning Strategy to Prioritize at-risk Customers

The collectors spend a lot of time on a daily basis drafting dunning emails for a diverse customer base across the world. Due to a lack of a proper strategy to prioritize their at-risk customers, collectors eventually end up using a "one-size-fits-all" dunning plan for all customers, handling each customer portfolio in the similar way. Collectors have to send emails to their global customer base manually and this approach not only limits collector productivity, but also does not provide faster recovery of past-dues.



## Solution

### 100% Automated Dunning for All Customer Portfolios

Collectors in the High Tech Electronics industry can use HighRadius Collections Software to send dunning emails to their entire customer base. With the help of the solution, they can send emails, faxes, or push correspondences to the customer's AP portals. Thereafter, collectors can pick from pre-built dunning templates and send letters to multiple customers.



## Challenge

### Manual Invoice Tracking Process negatively impacting DSO

Due to manual invoice tracking, most of the high-tech electronics companies face a huge barrier while determining invoice status and payment commitments from customer portals. Collectors must manually log into portals or analyze emails and documents, in order to retrieve payment status for thousands of open invoices. This turns out to be a tedious process. Also, the scheduled payments and related information is pulled from external sources such as customer portals or via emails. This process negatively impacts the Days Sales Outstanding (DSO).



## Solution

### HighRadius Collection Cloud helps in Real-time Visibility & Payment Tracking

Collectors in the High Tech Electronics industry can easily auto-extract payment status details, & payment commitments from web portals & A/P portals, respectively. It informs about missing invoices to prevent payment delays. Further, it automatically pushes invoices to A/P portals, extracts invoice statuses, and payment commitments - all through a single Collections platform.



## Challenge

### Lack of Real Time Credit Monitoring and Periodic Credit Reviews

Due to the large customer base, credit teams in High Tech Electronics companies have to struggle with the customer portfolio reviews & identification of at-risk customers. With a completely manual credit review process, credit analysts find it very difficult to access the latest financial data of the customer or to get credit reports from third party agencies and bureaus. They eventually end up reviewing all their customers periodically, failing to monitor their bankruptcy alerts, customer's payment behavior and credit score downgrades.



## Solution

### 100% Real-Time Credit Risk Monitoring to Maintain Lower Bad Debt

Highradius Credit Management System leverages AI to enable 100% real time credit risk monitoring of the customer portfolios on a daily basis. The credit teams in this industry can easily pull credit reports, ratings, financials and other important information from 40+ global agencies like D&B, Experian, CreditSafe, Equifax and Serasa. Moreover, they can proactively monitor the credit risk by having a one-stop repository that stores all credit information. This way, the credit department can control overall debt and stay on top of risks by receiving real-time insights into the customers' payment behavior, bankruptcy and credit score downgrades.



## Challenge

### Manual Invoice Tracking Process negatively impacting DSO

Due to deductions, the High-tech electronics companies have a heavy A/R landscape. The deduction team at these companies often spends a significant amount of time aggregating claims from emails, postal mails, customer portals, proof of deliveries, bills of lading from carrier portals. Furthermore, to extract transactions and commitment information for trade deductions, the deduction team must log into Trade Promotion Management Systems (TPMS) also. Because of the significant number of deductions and the reliance on manual processes, aggregation of claims and proof of delivery become a painful operation for high-tech electronic companies.



## Solution

### HighRadius Collection Cloud helps in Real-time Visibility & Payment Tracking

With Highradius Deductions Cloud, analysts can automatically extract all the data from Trade Promotion Management Systems (TPMS) and store all the documents into a single repository. This helps High-Tech electronic companies to save analysts' time for more critical tasks like research and contacting high-risk customers. Additionally, the solution auto-aggregates claims from emails, customer portals, and postal mails. The carrier portals automatically aggregate proof of deliveries and bill of lading.



## Challenge

### Lack of Standard Payment Portals Leading to Customer Dissatisfaction

Most High-tech electronic companies struggle with the lack of standard payment portals for their customers, resulting in several touchpoints and customer dissatisfaction. In many scenarios, invoices get lost in transit and cause a delay in payment receiving. As a result, high costs are associated with printing and sending out the invoices through courier agencies.



## Solution

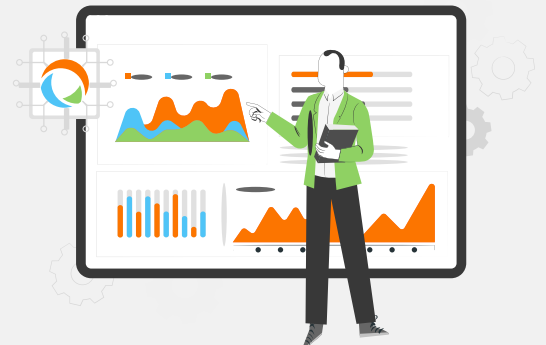
### Enhanced Billing & Payment Process via Self Service Portals

HighRadius EIPP cloud enables real-time visibility into the billing and the payments process and provides self-service customer portals. Thereby, analysts can log in and view details of outstanding invoices and the customers can make payments via credit cards and ACH. Additionally, it also eliminates high paper and courier costs.

# HighRadius Partners with Industry-Leaders to Deliver Successful A/R Automation for the High Tech Electronic Companies

 <b>BPO Partners</b>	    
 <b>Consulting Partners</b>	  
 <b>Banking Partners</b>	      
 <b>ERP Systems</b>	     

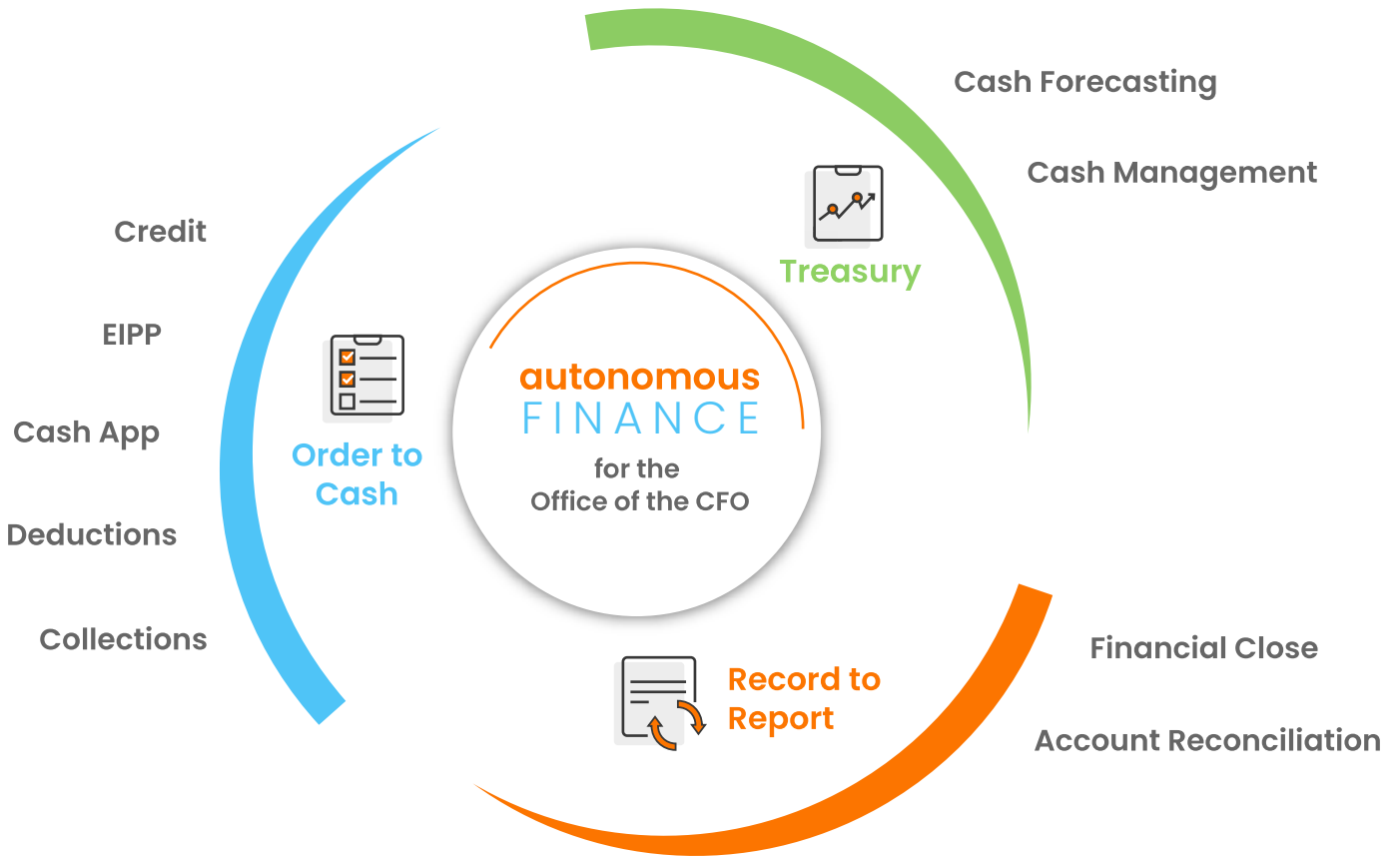
Join the League of  
**Top High Tech Electronics Industry Leaders**  
& Automate Your Accounts Receivable Process



[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](http://www.highradius.com)