

Connected World.
Connected Experiences.

**Tech
Mahindra**
BUSINESS PROCESS SERVICES



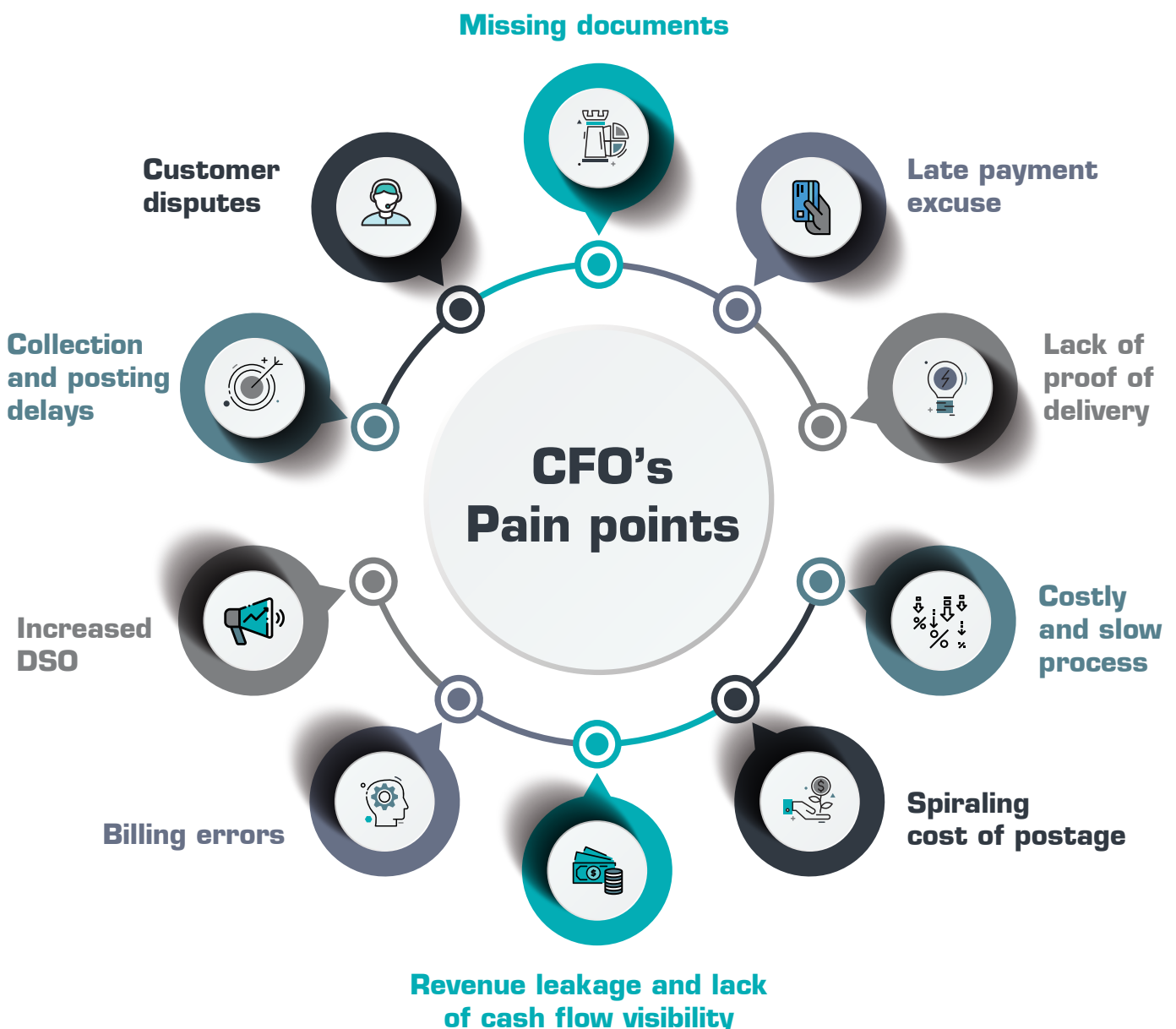
Order to Cash (AR) Transformation

Abstract

Paper and labor-intensive Accounts Receivable (AR) processes are time consuming, error prone, expensive, and lead to customer complaints and disputes. Around 65% of businesses are dissatisfied with their receivables and payments processes. Accounts receivable process can be sluggish when the team is bogged down by stacks of paper.

Ideally AR involves quick identification of documents and centralized processing of payments received. However, smooth procedures are sidetracked by the inherent deficiencies of a paper-based model, such as misfiling and inefficient storage. Also, inefficient capturing and management of remittance data is the root cause of the problem. Paper checks and remittances don't seem to be phasing out. There are no standards for remittance data on the horizon, businesses must find a better approach to manage their checks and remittance documents.

Paper-based and labor-intensive processes undoubtedly put businesses at a significant competitive disadvantage as opposed to competitors who have deployed our digital solutions.



TECHM'S INTELLIGENT DIGITAL AUTOMATION SOLUTION

Our solution automates end-to-end AR processes with a platform that combines automatic and intelligent data capture, content management, and speeds up cash application and adjustment process, leading to reduction in DSO, improved visibility to the process and cost savings of around 65%.

KEY FEATURES

Integration

Integration of BAI2 lock box with bank statements. Receipt information is sent to ERP automatically.

Payment information assimilation

Use Natural Language Processing (NLP) and intelligent optical character recognition, to enable system to receive data in any format. It can then analyze patterns to extract actionable data and context. It also reduces the need for standardized input.

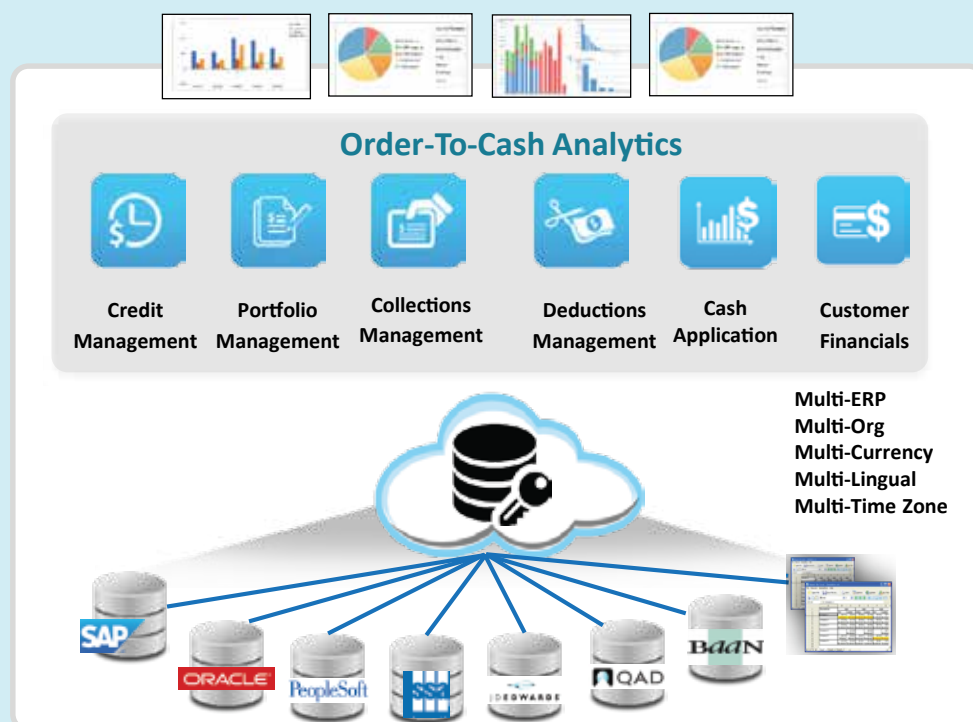
Payment auto-matching

Auto matching of remittances and receivables based on configurable rules, using RPA, incremental logic, and a machine learning algorithm. The solution automatically applies customer's payment to the relevant open invoice – auto pay. Machine learning also helps identify exceptions.

Exception handling

Application of identified, unidentified, and unmatched cash receipts. If auto-matching fails, dynamic workflow helps resolve exceptions by automating the creation, classification, and routing of exceptions. Built-in NLP algorithms assimilate unstructured data to support this process.

SINGLE UNIFIED GLOBAL PLATFORM FOR COMPLETE CREDIT-TO-CASH PROCESS AUTOMATION AND INSIGHTS

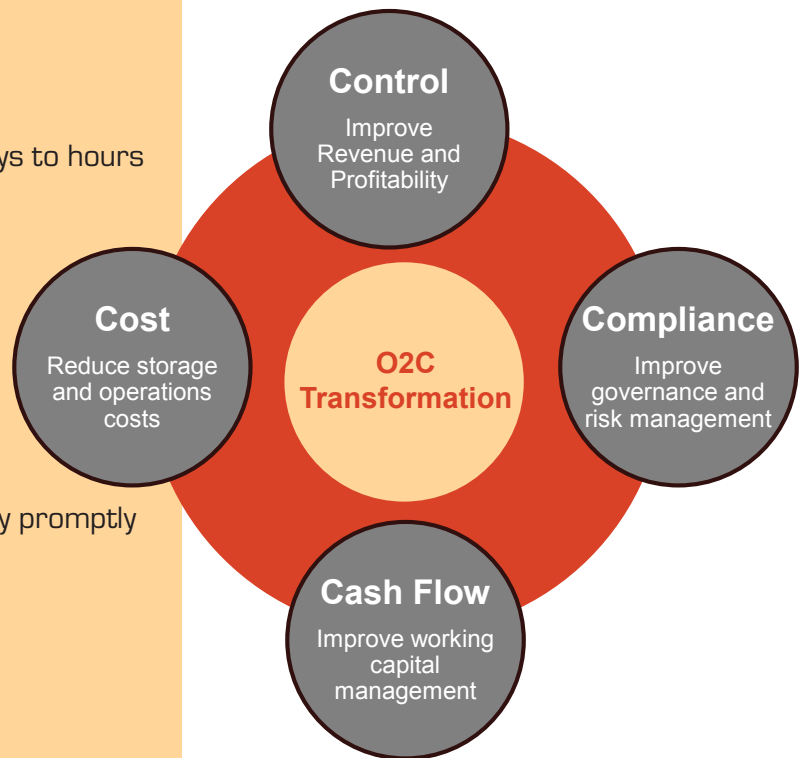


DIGITAL, DATA-DRIVEN, INTELLIGENT

Automate cash applications by up to 95%, driving productivity, quality, and efficiency gains with a very small investment.

BUSINESS BENEFITS

- Accelerated and accurate data capture
- Reduction in transaction cycle times from days to hours
- Document and content management
- Faster receivable processing
- Improve collections and increase cash flow
- Document authorization
- Lower dispute and faster dispute resolution
- Enhanced customer service
- More agile, team responds to change in policy promptly
- Output management
- Significant cost saving
- DSO reduced or optimized
- Improved visibility and process management
- Managing customer payment behavior (analytics)
- More responsive to requests, improving the experience of customers and internal stakeholders
- Minimize bad debt and improve profitability



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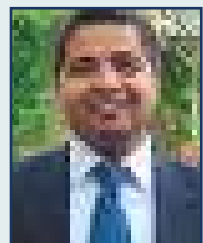
Brijendra heads Business Transformation Services, the consulting arm of TechM BPS. He has 20+ years of work experience in BPS industry across various domains ranging from BFSI, Supply Chain, Telecom to name a few. He has helped clients in their front, middle and back office transformations. He has 19+ years of experience in BPS industry across many domains. He is Lean Six Sigma Master Black Belt holder.



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Narayan has over 12+ years of experience in F&A. He has deep experience across the value chain and delivering cutting edge solutions to global customers, specialized in Process Automation and Digital Transformation projects, Process Re-engineering, Sales & Solution Design. Experienced in process designing, mapping and process improvement through optimization and standardization. He holds Masters Degree in Accounting and Finance from Ravenshaw.

