

# O2C | WORLD CLASS FINANCIAL OPERATIONS AND INSIGHTS

Prepared by Tech Mahindra BPS  
22<sup>nd</sup> July 2020



## O2C CHALLENGES AROUND THE GLOBE FOR CFO'S



REVENUE LEAKAGE



OPTIMIZATION OF CASH  
OPERATING CYCLE



OPTIMIZATION OF  
WORKING CAPITAL



REVENUE GROWTH



REDUCTION OF COST PER  
TRANSACTION



ARE ACCOUNTS PAYABLES PAID OUT OF  
RECEIVABLES OR FROM CAPITAL?



WOULD ALL CREDIT SALES BE COLLECTED  
WITHIN THE AGREED CREDIT TERMS?



IS CREDIT LIMIT HAMPERING THE SALES OR  
INCREASING BAD DEBTS?



HOW MUCH MONEY SPENT ON FOLLOW UP  
AND COLLECTION OF RECEIVABLES?



HOW MUCH CUSTOMER CHURN IMPACTED  
REVENUE GROWTH?



WHAT PERCENTAGE OF ORDERS ARE BACK  
ORDERS AND ITS IMPACT ON REVENUE?

## OUT STRATEGY

### How Tech Mahindra Delivers

Digital Credit to Cash (C2C) platform provides a SINGLE UNIFIED GLOBAL PLATFORM FOR DIGITAL ORDER-TO-CASH, Powered By 3A's: Automation, Analytics and Artificial Intelligence

Tech Mahindra and Digital Credit to Cash (C2C) platform jointly bring together an industry leading transformative digital order to cash managed service offering



#### AUTO APPLICATION OF PAYMENTS

- Auto apply payments based on remittance advises or Customer specific business rules.
- Automated on-invoice hit rates of 85%+ are typical with the solution.



#### INCREMENTAL REVENUE CYCLE

- Proactively identify disputes, shorten dispute cycle, increase recovery rate automate cross-departmental collaboration and resolution.



#### DSO IMPROVEMENT

- Develop Customer Contact strategies including predictive collection, rule-based collection and auto prioritization and auto dunning process through Customer segmentation and Prioritization rules



#### INTEGRATION WITH MULTIPLE SYSTEM

- Single unified global platform to integrates with multiple ERP's and Legacy system reduces ERP usage cost including license and maintenance cost



#### CREDIT RISK EXPOSURE

- Achieve better control on credit exposure through external and internal credit ratings and performance



#### MANAGEMENT REPORTING AND ANALYTICS

- Monitor and Analyze O2C process including Order Fulfillment, Payment Behavior, Revenue trend reporting and analysis etc.

## YOUR BOTTOM-LINE IMPACT! - OUR PROMISE

### Speed, Efficiency and Visibility - Our Digital Transformation Promise



85% RECEIVABLES ARE APPLIED  
AUTOMATICALLY



50% FASTER DISPUTE CYCLES



40% REDUCTION IN DELINQUENT  
RECEIVABLES



30% REDUCTION OF BAD DEBTS



20% SAVINGS THROUGH OPERATIONAL  
EFFICIENCY IMPROVEMENTS



>85% IMPROVED SOX  
COMPLIANCE ON PAYMENTS APPLICATION



65% REDUCTION OF DEDUCTION OR  
DISPUTES

We combine unmatched financial and technical expertise to create innovative digital software solutions that delivers success