

Order to Cash Suite

for Swift Process Management

Overview

An optimized order-to-cash (O2C) process drives an organization's relationship with customers and defines the overall success. Despite being critical to the smooth functioning of a business, most of it remains manual, slow and error-prone. Thus, bottlenecks in one area affect the efficiency of other functional units.

Hence, to eliminate the process inefficiencies, maximize business growth and maintain visibility into the process, organizations must automate the complete process.



Newgen's Order to Cash Suite

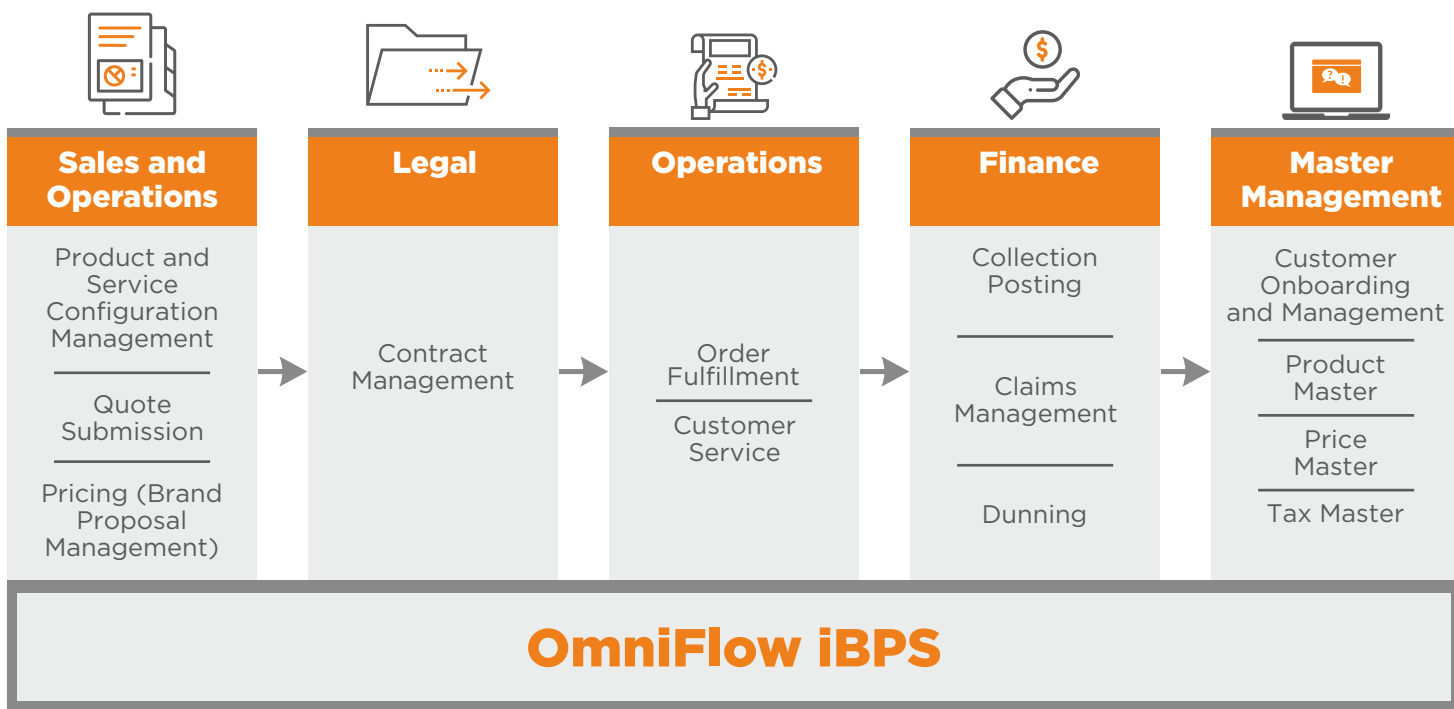
The suite is built on a BPM platform - OmniFlow iBPS. It provides a single user interface, automated workflows, reporting dashboards and rights management features.

The suite offers smart tools to capture data from purchase orders, received via multiple sources - email, fax, mobile, and others. Further, based on pre-defined rules, it auto-classifies and verifies the extracted data, simultaneously pushing information to ERPs.

Leveraging the suite, users can notice a substantial reduction in time dedicated for order(s) administration, status/ progress checks, and grievance(s) handling of lost/late shipments. Also, users can analyze the activity data recorded throughout the process, identify areas of improvement and drive profitable revenue growth by increasing engagement with customers.

Key Challenges





Newgen's Order to Cash Suite Framework



Sales and Operations



Pricing (Brand Proposal Management)

A price proposal varies from regular trade discounts, cash discounts, to multi-brand joint offerings. Irrespective of the type, nuances of a proposal are scrutinized at various levels, reviewed, and refined before its final execution. However, due to manual processes across departments and functions, users fail to efficiently manage the process.

The O2C suite enables users to do more with less. The workflow suite for brand proposal management encapsulates a variety of models and allows seamless collaboration, at every stage, with respective stakeholders.

- ✓ Proposal initiation via different input channels – email, web, SMS, mobile, and fax
- ✓ Auto-assignment and rule-based work routing
- ✓ Multi-level approval process
- ✓ Rule-based alerts for each level of stakeholders
- ✓ Multi-level task escalations
- ✓ Monitoring dashboard for a 360-degree process view
- ✓ Change version tracking for audit and compliance

Legal



Contracts Management

Contracts dictate different aspects of key business strategies. However, managing paper-based contracts poses operational challenges, thereby increasing the process turnaround times. Further, low visibility into pending cases and the inability to monitor changes/amendments in contracts complicate the process.

The suite helps users automate the end-to-end contract lifecycle from initiation, creation, negotiation, execution to expiration. It facilitates users to minimize contract cycle times, avoid misplacement of documents and maintain visibility for all contracts across an organization.

- ✓ In-built library of clauses & contract templates
- ✓ Immediate routing and redirection of files between departments
- ✓ On-demand contracts access
- ✓ Easy integration with ERPs and CRMs
- ✓ Intuitive dashboard
- ✓ Multiple drill-down reports
- ✓ Exception handling with user-alerts



Finance



Collections Posting

The traditional way of handling the collections department is labor-intensive and time-consuming. High dependency on emails and spreadsheets complicates the process. With disjointed systems, lack of communication between departments and inefficient monitoring, errors are introduced in the process.

The O2C suite helps business leaders optimize the process and manage an organization's cash flow in a hassle-free manner.

- ✓ Auto-initiation of tasks by configuring multiple pre-conditions
- ✓ Email triggers and multi-level task escalations
- ✓ Reports on cycle times
- ✓ Role-based user access

Claims Management

The administrative side of claims management involves a lot of paper work, exchange of files, data, and host of other activities. In addition, the complexity of managing multiple systems create errors and delays, harming an organization's relationship with customers.

As accuracy and processing play an important role in claims management, the O2C suite helps business users simplify claims processing and improve servicing while minimizing operational costs. It reads customers' personal information, extracts their name, invoice number and other details to process a claim. The extracted data is then auto-uploaded in the claims database. The complete information is organized and checked against policy database in real-time to provide accurate claims decisions.

- ✓ Multi-channel initiation
- ✓ Policy administration system integration
- ✓ Rules-driven accurate claims calculations
- ✓ Centralized claims processing
- ✓ Seamless integrations with ERPs for posting & fetching information
- ✓ Robust tracking of past transactions
- ✓ Secure archival

Dunning

Sending reminders and aggressively following up with customers about declined or failed payments is a time-consuming activity.

Leveraging the O2C suite, decision-makers can fast-track the dunning process. It auto-triggers the defined course of actions, enabling users to align efforts in performing other critical activities. The system creates a holistic picture of activities

- ✓ Automated duplicate checker
- ✓ Intelligent case routing for faster resolutions
- ✓ Previous case detection
- ✓ Audit trail documentation

Business Benefits



Process standardization
through uniform information management policies and enforce compliance via audit trail of content capture and delivery



Enhanced workforce productivity
by ensuring critical business information gets delivered to existing business systems at the right time



Higher return on investments (ROIs) by bringing down investment costs with a single suite



Better customer experience
through faster turn-around-time facilitated by first-time-right content capture capability



Easy platform integration
with existing IT systems and business applications, allowing seamless information flow possible between disjointed systems and departments



Smart decision-making
via intelligent case routing for quick and faster resolutions



About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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