



Order to Cash Analysis

Industrial Staffing Company

Conceptualized and setup relevant Power BI reports to support the OTC (Order to Cash) team in tracking the Open AR, Unapplied cash, Applied cash, credit amounts, etc. on a day-to-day basis

Order to cash performance analyses for a Staffing company

Situation

- Client lacked comprehensive visibility into AR aging performance, and followed a manual process (4 hours per report) to deliver AR reports to relevant stakeholders across branches. Additionally, client's visibility was restricted to point in time values for the AR performance as well as collector performance
- Partnered with client to automate AR aging reporting, thereby reducing the manual effort and providing improved flexibility and accessibility to end-users

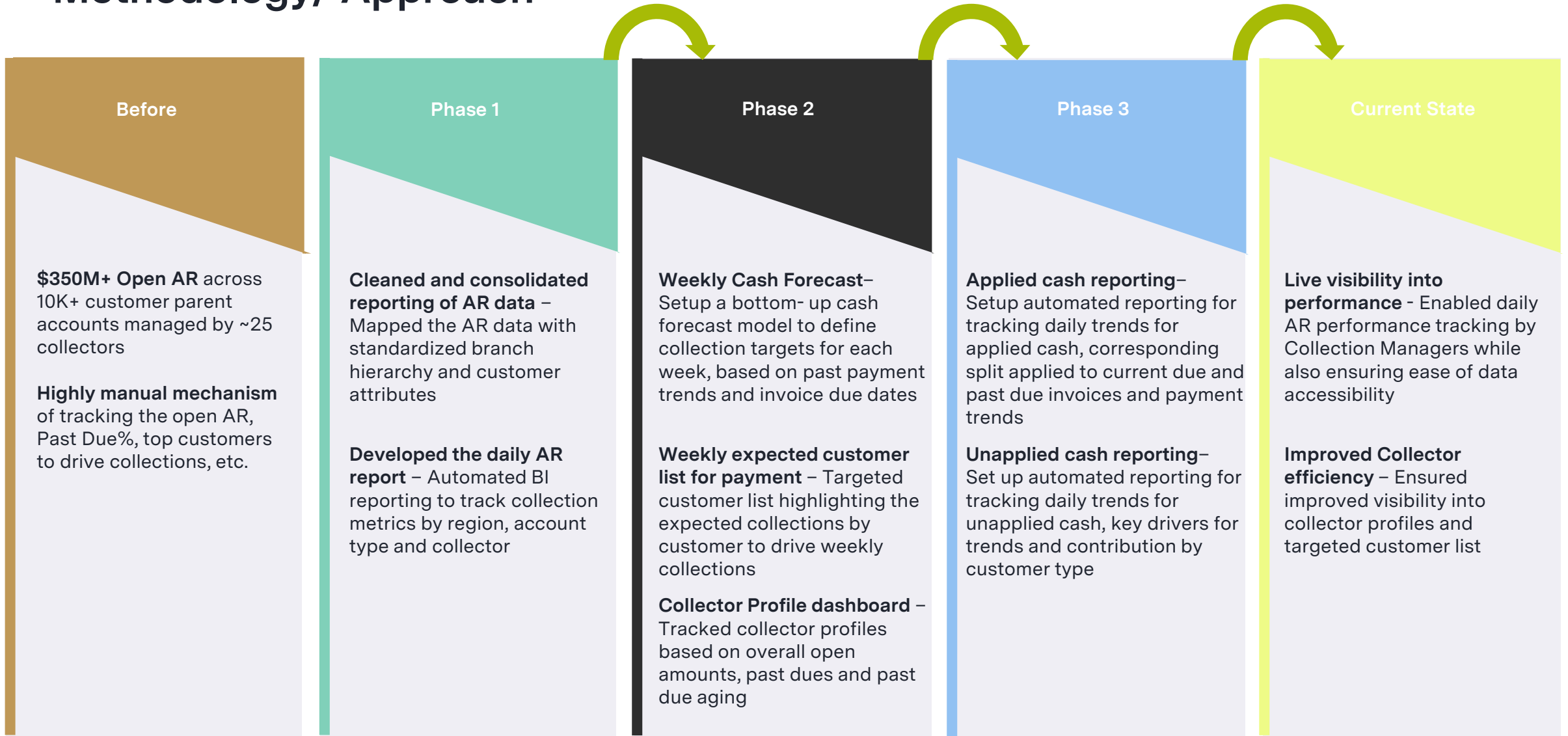
Accordion Value Add

- Automated and operationalized the AR aging reporting, thereby reducing the manual effort and increasing the flexibility to analyze the data by various cuts
- Setup an Excel model to forecast the weekly cash collections bottom-up to define collection targets for each week, based on the past payment trends and customer terms
- Developed the Unapplied Cash and Applied Cash reports to capture and analyze key drivers impacting the upward trend in unapplied cash with the flexibility to track week over week

Impact

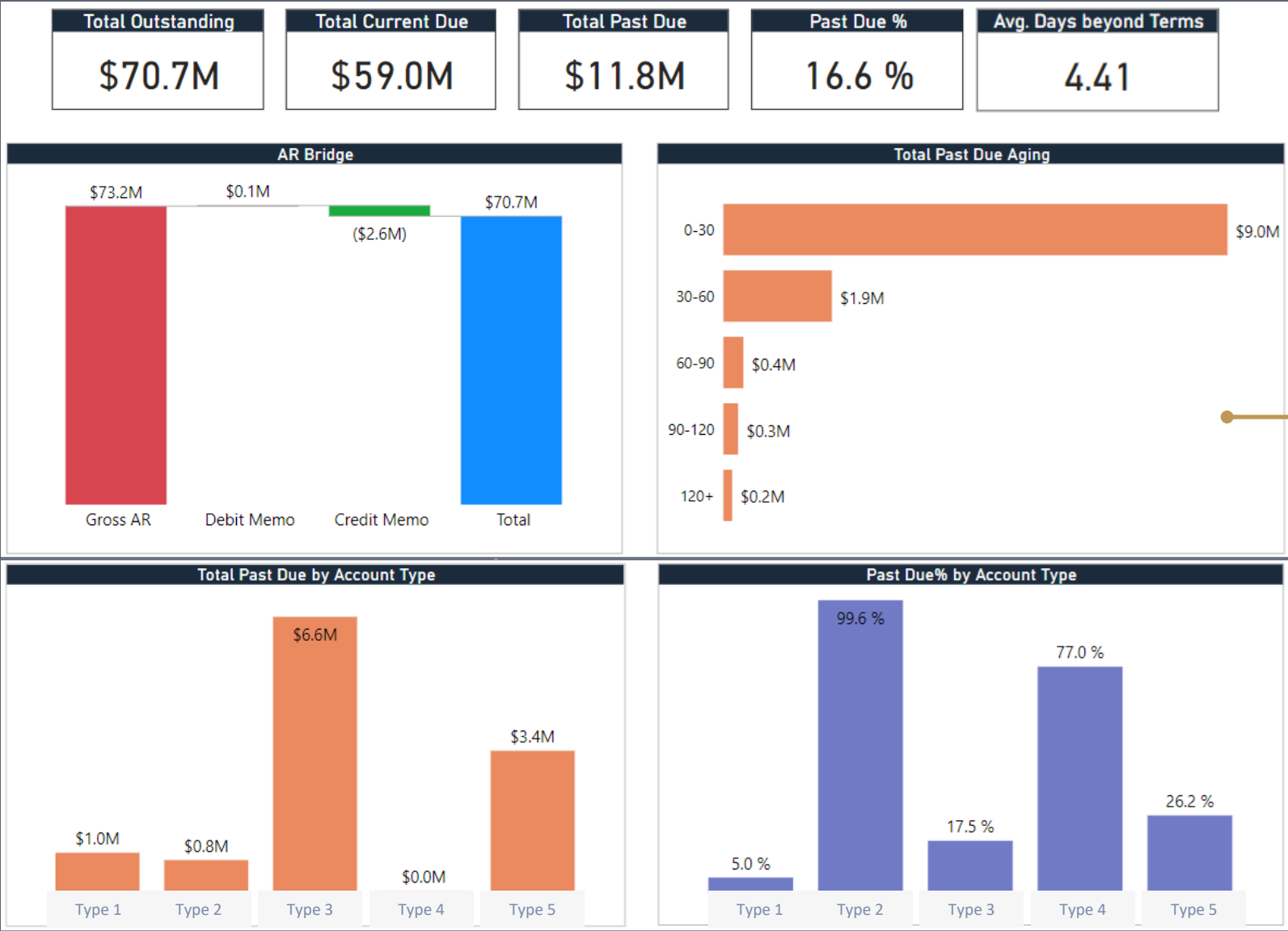
- Automation of AR reporting significantly reduced the manual time and effort going into the report creations by up to 80%. The AR analysis also helped proactively track the Collection performance of high-risk category customers to reduce bad debt.
- BI dashboards provided visibility into the underperforming collectors and customers. It also helped in identifying learning opportunities from the better performing segments
- Additionally, the weekly cash forecasting process provides the collectors a targeted list of customers to focus on, to achieve the weekly target

Methodology/ Approach



Summary of outstanding AR by various dimensions

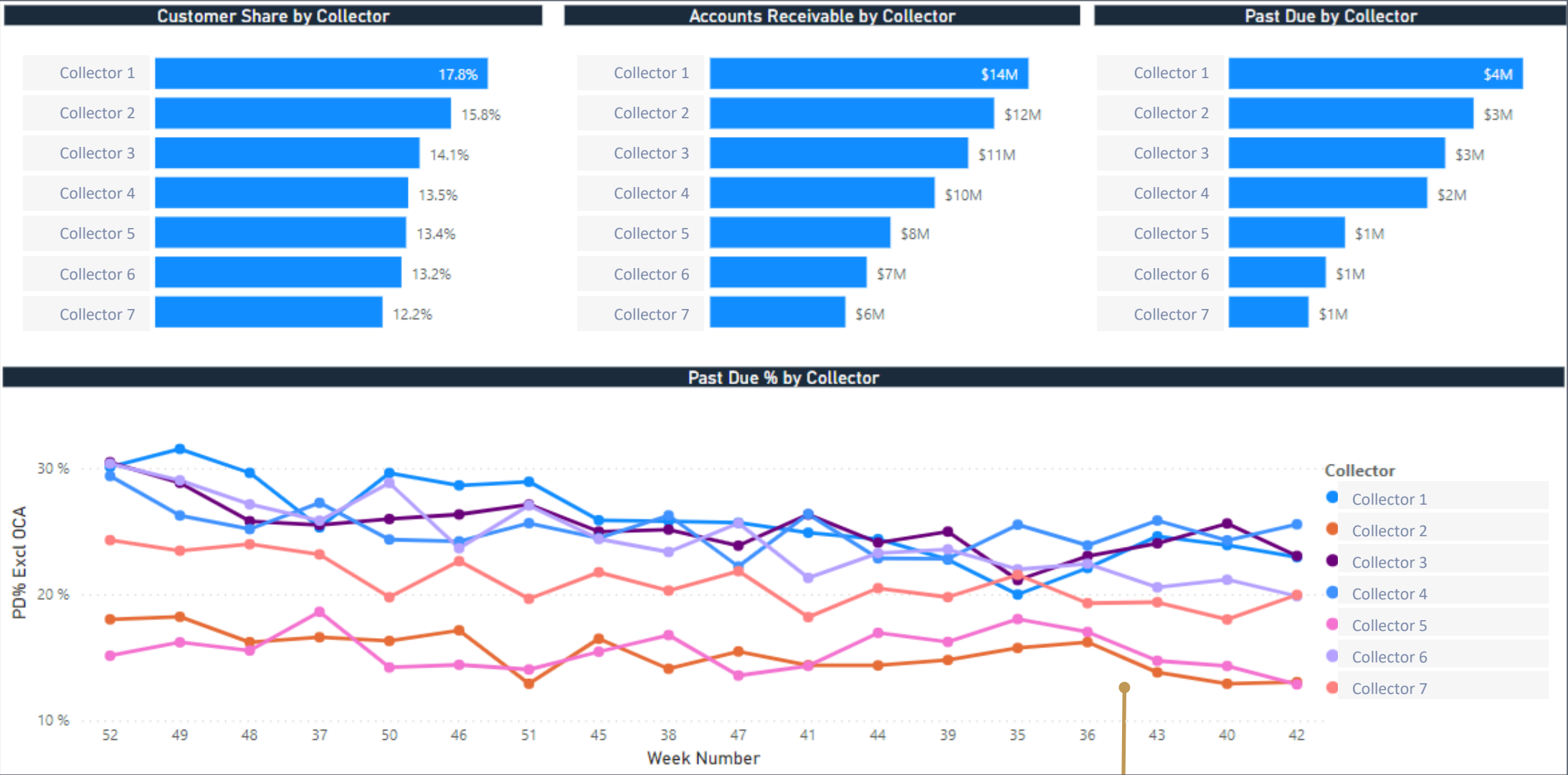
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Summary of Open AR and Past Due Aging with Flexibility to drill down up to invoice level to ensure targeted follow ups with key offenders

Summary of total and past due AR by collector

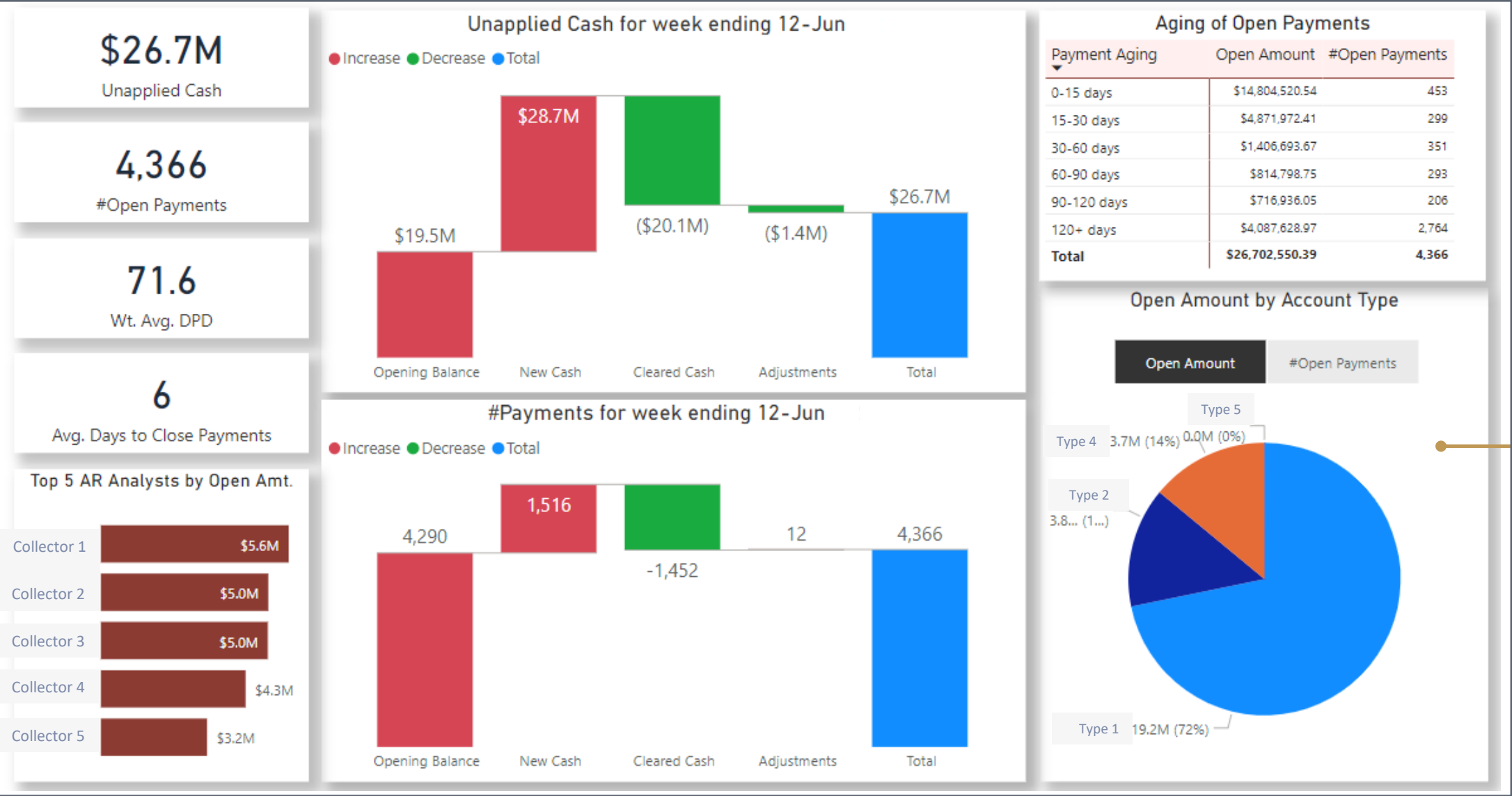
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Collector Performance summary for Collection Managers

Unapplied cash summary

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Weekly trending of unapplied cash

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Visibility into Week over week trending of open payments in \$ and # as well as performance metrics such as Avg. delay in payments (DPD) and Avg. time to close payments

