



Digital Order To Cash Transformation

Impactful and actionable opportunities for rethinking OTC to recover and thrive after Covid-19

In the current situation, businesses have responded to the impact of Covid-19 by taking immediate action to continue their daily activities with a strong focus on generating and preserving cash. Consequently, normalizing the business core activities as soon as possible is key to recover from the crisis caused by the global pandemic.

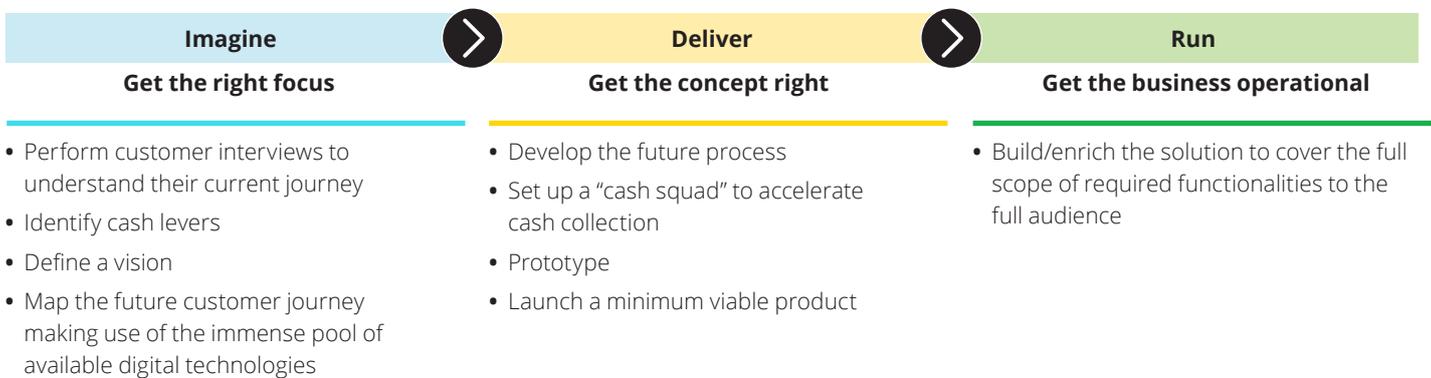
Covid-19 is a cataclysm, but also an opportunity to change mindsets and kick off a digital transformation that will help businesses thrive after the crisis. In this context, focusing on the order to cash process is more than ever key to manage the generation of cash and prepare to thrive in the next "new - normal".

How Deloitte can help

Many companies typically execute processes in a way that is consistent with historical habits. With the venue of digital technologies, this paradigm should change! It is time to reimagine your processes, not based on how things were done in the past, but to envision how things should really be done in the future.

Looking at Order to Cash, we propose to onboard you on a journey where customers are at the center – to maximize satisfaction and also financial efficiency. We aim to help you create greater value for your clients and deeper purpose for your employees, fostering automation, insights and experience to optimize the value you deliver through your OTC process and ultimately improve your top-line efficiency.

To help you achieve this objective, Deloitte proposes a 3-step proven approach:



Four levers for successful digital transformations

At Deloitte, we believe that the greatest digital transformations are those who have successfully mixed the following principles:

- Intelligent Automation: Automating processes to help you spend time only on value-adding activities
- Advanced insights: Focusing on Finance as a business partner by ensuring processes deliver relevant insights
- Impactful experiences: Improving the Finance customer's experience by deploying intuitive & easily accessible tools
- Outside-In: Looking at your organization, processes, systems and data to help you rethink processes, focusing on clients' experience as well as your internal efficiency

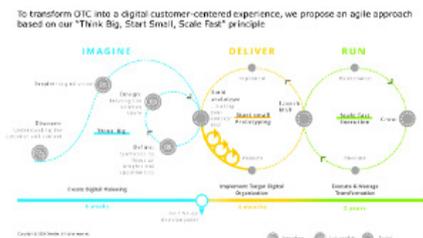
We offer

If you are interested to start this transformation journey, Deloitte can offer you experienced guidance to achieve your ambitions by providing you with:

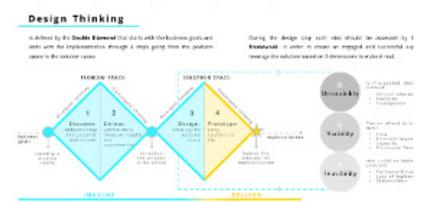
- A wide experience in digital transformation in and beyond Finance
- A set of accelerators to rapidly transform your vision into opportunities
- A hand-picked multidisciplinary team with the right skills and expertise

Our approach

- We will approach Digital OTC Transformation by providing you with a set of actionable initiatives during a short <<Imagine>> phase, to set your digital vision and ambition and define concrete objectives, namely in terms of cash & collection.
- We then focus on implementing the target digital solution progressively, keeping a very close eye on KPIs defined in the early stages.
- The transformation will be performed in close contact with the business through interviews, lab modules and design workshops. The approach is built upon our “Think Big, Start Small, Scale Fast” principle that fosters an agile way of working.



The first phase, “Imagine” is lead through design thinking, maximizing ideation through divergent & convergent thinking and assessing ideas through the DVF framework.



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