

**Deloitte.**



**Reimagine Collections  
and Disputes**

Proactively identify and manage  
issues with machine learning

# Reimagine Collections and Disputes

Proactively identify and manage issues with machine learning

The process of collecting payments and managing disputes can bring many layers of interaction and complexity, which can slow down the pace of business.

Enable new efficiencies for collections and disputes, and you can begin to reduce your days-sales-outstanding (DSO), get working capital on the books sooner, and unlock a host of other benefits.

By intelligently automating processes, eliminating manual tasks, boosting information visibility, and injecting insights into collections and disputes management, you can get ahead of accounts-receivable (AR) issues, strengthen

customer relationships, and deploy your workforce more strategically.

For many organizations, however, determining how to get started may prove challenging. Deloitte can help.

“By integrating key sales attributes—not just finance details—at the time of dispute and promise-to-pay creation, it can help you get a more complete picture.”



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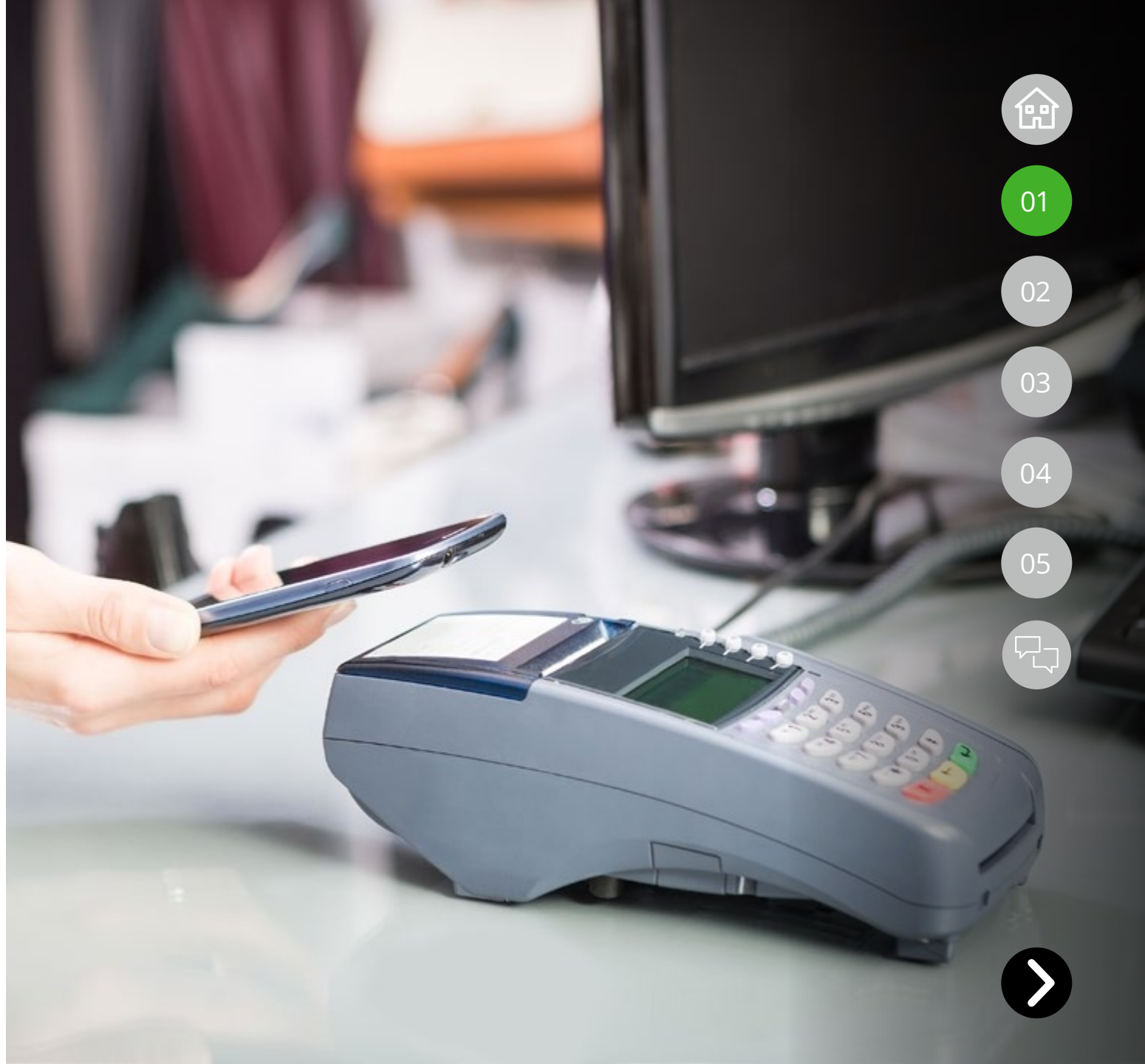
Let's talk



# A solution in sight

Reimagine Collections and Disputes—a Deloitte offering built around SAP Leonardo machine learning capabilities—can enable your organization to transform key AR activities and accelerate the pace of business. By integrating key sales attributes—not just finance details—at the time of dispute and promise-to-pay creation, it can help you get a more complete picture.

By examining existing data such as customer transaction histories and resolved dispute cases, the solution can predict which invoices might lead to a dispute—and then automatically open and assign new cases as needed. Similarly, based on historical promise-to-pay data, the solution can predict the most probable day for receiving payment.



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## A solution in sight

Deloitte's Reimaging Collections and Disputes offering can:



Generate a data-backed rationale for opening a new dispute case



Provide a probability for the correctness of the data



Prioritize new cases based on factors such as dispute complexity, expected closure times, or amount to be collected



Assign new cases to staff based on dispute experience, availability, customer relationship, or other considerations



Consider payment behavior of customer and identify cases that can be dismissed or written off, rather than consume staff time resolving them



Provide KPIs and insights into your dispute-related drivers and activities—to help you proactively spot customer payment/dispute trends and identify areas for operational improvement



Predict the most probable day for creation of promise-to-pay for an overdue invoice



Leverage historical data to predict cash position over the next seven days based on the probability of the customer honoring the promise-to-pay



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# Potential results with Reimagine Collections and Disputes

- 1 Make more effective decisions on customer open items and dispute cases
- 2 Get working capital on the books sooner and reduce days-sales-outstanding (DSO)
- 3 Simplify and streamline processes across the entire collections-and-disputes spectrum
- 4 Resolve cases more decisively and with greater accuracy, addressing issues for the “right” reasons
- 5 Strengthen customer relationships by resolving issues before they grow
- 6 Reduce your reliance on experienced, “indispensable” personnel for managing collections and disputes
- 7 Enhance efficiency and reduce the number of employee hours required for addressing issues
- 8 Allow your workforce to spend more time on activities that can create strategic value
- 9 Minimize the potential for legal disputes and disputes with third parties
- 10 Get fresh insights into your collections-and-disputes activities and their impact on your business
- 11 Reduce the amount of contact with customers by creating promises-to-pay on days with a higher probability of payback
- 12 Improve insights into available cash by taking promised payments into account



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# Transform collections and disputes with machine intelligence

Deloitte's Reimagine Collections and Disputes offering leverages SAP Leonardo machine intelligence to examine and act on an entire universe of relevant data—for example, payment due dates, delivery timelines for products and services, whether a customer cited a reason when making a partial payment, documentation of damaged goods, payment histories, and promises-to-pay.

The solution effectively performs the research that normally would be handled by a worker. It employs predictive analytics to assess the potential for dispute and then initiates processes

that can help you proactively resolve the dispute. And it can become more intelligent—more accurate and efficient—over time as it learns from your data and your processes.

Two big potential payoffs: you do not have to wait for disputes to fully emerge before you can act on them and collect payment; and you can avoid having workers spend time on cases that are unlikely to become full-blown disputes.



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# Reimagine everything with Deloitte

Deloitte can help you get value with Reimagine Collections and Disputes, bringing a host of capabilities and services to support finance transformation. Here are some of the areas where Deloitte can provide help.

“...helping you reimagine everything—an entire universe of opportunities for new value.”



Developing the business case for investing in SAP® technologies



Defining a “to be” state for your AR capabilities, your finance function, and your enterprise as a whole



Determining which data-driven insights matter—and how your organization can act on them



Aligning your business processes with new technologies, to ensure that new solutions support clear objectives



Deploying and integrating SAP and non-SAP systems from end to end, while also helping you rapidly migrate data from existing systems



Employing a multidisciplinary approach to help reduce risks in audit, tax, human capital, and other areas



# The Deloitte difference

Deloitte, a recognized leader in business transformation and SAP technology enablement for technology-focused industries, brings a powerful set of skills and capabilities for helping you reimagine everything—an entire universe of opportunities for new value. Here's a look at some of the things that set Deloitte apart.



A “business first” approach to help ensure that technologies align with business objectives



Industry-specific experience, templates, and proprietary accelerators to help you realize value sooner



Global reach, with 23,000 professionals focused on SAP solutions



Highest recognition from SAP, with four 2018 SAP® Pinnacle Awards, including Partner of the Year for SAP Leonardo, SAP S/4HANA®, SAP® Ariba®, and SAP® SuccessFactors®



A dedicated technology practice employing industry-leading practices



A decades-long relationship with SAP, including a lengthy history of co-innovation



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# Let's talk

If getting more value out of the finance function is a priority for your organization, we should talk. Contact us to schedule a demo of Reimagine Collections and Disputes, to get additional insights on improving your AR processes with SAP technologies, or to discuss a specific challenge your organization faces.

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