

“We started seeing immediate results upon implementation. The solution helped our team to enhance productivity, have more clarity on the tasks, invoices and strike a better conversation with customers. The implementation was smooth and ongoing support from Sailfin has been great as we migrated from the previous system.”

Sr. Director – Credit & Collections



Transformation of accounts receivables aimed to leapfrog OTC process

Challenge

- The collections process was based on a legacy system with a lack of risk-based account classification.
- Customer Collaboration (calls, emails) was done manually with no means to log notes and generate tasks, follow-ups.
- Critical information in customer emails was often missed and collectors did not have time and resources to invest in correspondence with all of their accounts.

Solution

- Sailfin implemented the next generation of A/R solution providing intuitive user interface and process automation that led to a major improvement in the day-to-day operations.
- Fully integrated mailbox as part of the workbench and text parsing using NLP for auto-email classification and AI guided the next best action options.
- Predictive Risk Scoring Model to identify accounts ‘at-risk’ based on parameters like payment behavior, AR amount, disputes, etc.

Benefits

20%
decrease
in DSO.

30%
acceleration in
cash receipts

60%
increase in
collector
efficiency.

WC Savings and ROI

1-2-day
DSO reduction

\$25M
CF Improvement

\$1M
P&L Savings

>5:1
ROI