



## VIDEO TRANSCRIPT

# INTELLIGENT COLLECTIONS

In a world where efficiency is critical to staying competitive, can you optimize your accounts collection strategy and accounts receivable operations?

With innovative applications, fueled by comprehensive data and supported by artificial intelligence, accounts receivable can become a strategic capability that drives working capital savings and unlocks business value. With Accenture's Intelligent Collections, the intelligent enterprise can now act with speed and confidence to rapidly resolve payment issues and reduce late collections.

When an accounts receivable decision needs to be made, the application applies artificial intelligence and predictive analytics on real-time data from SAP S/4HANA for insight-driven action.

Intelligent Collections uses classification and clustering to profile and segment customers and enables precisely targeted and customized collection strategies. The collection team can now focus their attention on the payees that need follow-up and maximize their pursuit on defaulting customers.

The predictive analytics in SAP S/4HANA provide a powerful, intuitive view of customers and invoices with a high probability of late payment or dispute.

Our Intelligent Collections application uses SAP Leonardo and the Predictive Analytics Integrator algorithms that we co-developed with SAP to provide insight-driven recommendations and help you to optimize working capital, increase collections, reduce payment disputes, rationalize credit terms, reduce days sales outstanding and increase customer satisfaction.

And because machine learning and model management are applied to results, the predictive analytics improve over time. CFOs can instantly assess working capital requirements. The collection team can focus on the right group of customers based on historical and predictive behaviour. Instead of going through a large volume of invoices, customer segments are identified using machine learning. Collection managers can find the sources of late payments. Using the Predictive Analytics Integrator tool, the application brings machine learning to the S/4HANA transactional system, empowering collection analysts to apply these shared insights and act on the recommended strategy.

As just one example, Intelligent Collections helped a US healthcare company to improve working capital by \$62M and significantly reduce day sales outstanding.

Accelerate your enterprise transformation with intelligent finance.

To find out more and see how Accenture can help you innovate with speed and agility, visit our website and arrange a discussion with an Accenture SAP analytics team member to discuss how Intelligent Collections can best help you to optimize your collections management.