Capgemini

AI.RECEIVABLES

Frictionless order-to-cash delivered
via an AI-augmented workforce

GET THE FUTURE
YOU WANT

up to 40%*
improvement
in days
sales outstanding

up to 35%*
increase
in
efficiency

up to 90%*
increase in
automatching
for cash apps

up to 60%*
increase in
autonomous
processing

The changing face of customer experience

No matter what industry sector, the way organizations interact and engage with their customers is changing. The way a product is sold and payment collected can influence a customer's buying habits – and they expect a frictionless experience. Get it wrong and organizations risk alienating their customers. But get it right, and customers will buy more, pay quicker, and be much more satisfied – enhancing their overall experience.

With new digital channels and technology putting increased focus on the effectiveness of touchless purchasing, one click buy and pay applications, and digital interactions for consumers, how do organizations resolve issues and disputes quickly, enabling timely and frictionless collection of cash in a similar way for their commercial customers? How do they ensure that their collections function is innovative, scalable, future proof, and contributing to top-line growth and improvements in working capital?

To stay ahead of the competition, organizations need to eliminate friction in their finance processes, reducing cost and lost sales, and improving speed to market.

*These outcomes are dependent on the maturity level of your finance organization.

Unlock value from your cash and collections through leveraging AI

Capgemini's AI.Receivables solution is an integral element of our Frictionless Finance offer, and a key component of our Digital Global Enterprise (D-GEM) platform. It integrates with your corporate systems, infusing AI into your cash and collections processes to deliver next-generation, frictionless order-to-cash (O2C). This transforms your finance function to drive frictionless, enterprise-level outcomes, enhanced efficiency, and top-line growth to your business:

- Up to **40%** improvement in days sales outstanding
- Up to **35%** increase in efficiency
- Up to **90%** increase in automatching for cash apps
- Up to **60%** increase in frictionless, straight-through processing.

Our solution is underpinned by a digital framework of enablers and leverages an AI-augmented workforce, re-orchestrated, AI-driven business operating models, and a partnership philosophy to drive frictionless processing.

This helps you streamline operations and reduce the number of exceptions through predictions and analytics to improve your billing, collection, and account strategies. It can also predict which of your customers are likely to default, and recommends proactive measures to prevent it happening.

Drive frictionless outcomes from your order-to-cash function

The components that make up our Frictionless Finance offering can be used individually or as a suite to deliver enhanced service and outcomes, including:

- **A better buying experience** – benefit from a collaborative view across your value chain that enables you and your customers to increase sales while optimizing inventory holdings

- **An easier payment experience** – reap the rewards of a multichannel payment system and a self-service customer portal that enable your customer to interact with you and pay in the most convenient way for them

- **A more satisfying engagement** – monitor your customer's satisfaction after each and every interaction across channels, including SMS, live chat and direct agent interaction at the point of service.

Capgemini's AI.Receivables solution helps you implement a frictionless digital ecosystem that addresses each and every friction in your finance operations, enabling you to move towards – what we call – the Frictionless Enterprise

Realign your target operating model to deliver the Frictionless Enterprise

Capgemini's renowned Digital Global Enterprise Model platform is an AI-based, digital business transformation platform that encompasses the tools and techniques for reshaping and streamlining your finance processes to deliver increased efficiency, faster time to market, and an enhanced, customer-first, user experience.

By dynamically adapting to your organization's business challenges to address each and every point of friction in your business operations, D-GEM provides a complete overview of your processes, guiding the right digital operating model for your organization. It also accelerates your transition to frictionless, future-proof processes, enabling you to remain competitive in a rapidly changing, digital business context.

The Frictionless Enterprise

The Frictionless Enterprise seamlessly connects processes and people, intelligently, as and when needed. It dynamically adapts to your organization's circumstances to address each and every point of friction in your business operations.

At Capgemini, we have applied the Frictionless Enterprise to enhance cohesion across our entire suite of products and services. This enables us to respond rapidly to your changing requirements and deliver your specific business outcomes in a value-focused way.

We implement ways to detect, prevent, and overcome frictions – leveraging our latest thinking, organizational design, and intelligent solutions to achieve our goal of effortless operations. business context.

![Capgemini logo]

Why Capgemini?

Our long history and strong reputation in providing F&A services including O2C has already made a significant and positive impact on the bottom line and profitability of our clients. We are proud of the value we continue to deliver to our clients and the results speak for themselves:

- **$500** million improvement in working capital and 65% improvement in days sales outstanding (DSO) for the world's leading media and entertainment company

- **50%** reduction in account receivables for a major electric power provider

- **75%** improvement in dispute and inquiry resolution cycle times for a leading global logistics company

- A reduction in speed to market from over 80 days to 17 days, over **99%** improvement in master data management data quality, and **10%** increase in order fill rate for a world-leading FMCG company

- **86%** of the total overdue invoices collected by leveraging automation between first and second dunning steps for a global paper company

- **35%** improvement in productivity by implementing RPA to automate manual cash applications activities for a US healthcare provider

- **€95** million reduction of aging and 12-day improvement in DSO by implementing strategic insights for a global FMCG client.

To learn more about how our AI.Receivables solution can transform your finance function to drive tangible, frictionless O2C outcomes, enhanced efficiency, and top-line growth, contact: businessservices.global@capgemini.com

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 290,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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