EMAGIA™

UNISYS | Securing Your Tomorrow™

Case Study: Information Technology

Unisys Global Shared Services Boosts Operational Excellence with Emagia

Driving world class efficiency in global accounts receivables operations spanning across 90 countries, operating in 7 different languages and connected to over 170+ banks

Company Overview:

Unisys is a global IT solutions company that delivers successful outcomes for the most demanding businesses and governments. Unisys offerings include digital workplace services, cloud, infrastructure services, and software operating environments for high-intensity enterprise computing. This global leader with $2.95 billion in full-year 2019 revenue and clients in more than 90 around the world aimed to transform its global accounts receivables operations to gain control, accelerate cash flow and improve customer experience.

The Need:

- Best in class O2C digital platform to drive global visibility
- Automate and standardize cash application, collections and disputes resolution
- Improve DSO and achieve more than 90% auto cash application.
- Need for cash forecasting, reduce bad debt write-off and improve compliance.

Maintaining strong relationships with customers is key in the highly competitive Hi-Tech Information Technology industry. To deliver value to end customers, Unisys shared services focused on operational excellence in accounts receivables and reducing operations cost. To achieve these objectives, Unisys had to review its existing global operations.

Key issues included:

- Manual intervention cash application matching across 170 bank accounts.

- Usage multiple tools to get visibility in global AR portfolio, open disputes at customer/ parent level.

- Manual collaboration with sales and internal teams with phone calls, emails.

- Manual intervention statement distribution.

At a glance:

Emagia deployed it's AI-powered order-to-cash platform providing real-time, end-to-end visibility of all accounts receivables operations of Unisys. Emagia brings automation, analytics and AI together to empower order-to-cash for exponential efficiency gains. Emagia AI-powered Digital Receivables Platform – AR, Collections, Deductions, Cash Application and Analytics. Deployed as a single unified global order-to-cash platform over Oracle ERP and legacy systems. Emagia provided a Customer 360 view of receivables for over 1,000 customers in more than 90 countries. Unisys Shared Services for accounts receivables today is 100% digital in cash application, collections, disputes resolution. Streamlined and automated deduction and dispute resolution to improve customer experience, Days Sales Outstanding DSO and working capital.

Intelligent Digital Order-to-Cash Process For Global Shared Services

Emagia deployed a global platform to implement best practices in standardizing customer master data that provided a three-tier business performance outlook. In addition, the Emagia AI-powered Order-to-Cash platform streamlined cash application for driving straight-through processing. Global visibility on accounts receivables portfolio was enhanced for harmonizing collections processes globally and provided automation of the dispute resolution process. Some of the key aspects of Emagia's platform that helped the client achieve success are outlined below.

Outcomes:

- 80-90% automated cash application rates across over 170 banks

- Reduction in dispute resolution cycle time.

- Automatic statement sending to selected clients

- Deployed in more than 90 countries processing over $2.95B annually.

- Enhanced Global Accounts Receivable (AR) portfolio visibility.

- View all historical data and actions to facilitate audit/SOX requests.

Touchless Operations For Cash Application

Emagia's Cash Application enabled the Unisys' to automate invoice to payment matching and drive great efficiency for straight-through posting. Bank feeds of cash receipts from around the world coming in different formats including MT940, BAI2, lock box files, PDF bank statements have all been automated with Emagia AI/ML capabilities. Remittance advices coming to emails are automatically extracted and data capture from PDF remittance documents in various languages has been automated. Daily matching rates for automated invoice to payment posting across a complex parent-child customer grouping increased to over 80%.

High-Efficiency Collections Process

All key data points were made available to the client with a single click that includes invoices, sales, shipping, contract details, contact information, payment trends and available credit. This coupled with an easy-to-use task-oriented workspace, makes collectors hyper-efficient.

Guided and Prioritized Task Lists

This feature in Emagia's Order-to-Cash platform facilitates prioritizing strategy-driven tasks, ensuring that collectors' efforts are focused on prioritized tasks that have the most positive impact on collections performance. The feature of highlighting payment trends and broken promises-to-pay ensures timely follow-up, improving overall process efficiency.

Automated Reminder and Correspondence Letters

The feature of customizable reminder and correspondence letter automation capabilities using predefined customizable templates has helped the client improve communication frequencies depending on the category of the customer templates. A complete history of all letters is maintained, ensuring that collectors have all pertinent information during customer interactions.

Collaborative Dispute Resolution

This feature within Emagia's platform equipped the client with customized and structured reason codes in the dispute resolution process. The embedded feature automatically activates the appropriate workflow based on the reason code. Then the collaborative workflow process identifies appropriate personnel in the sales and customer service organization and engages them in faster resolution cycles. Alerts, reminders, escalations and delay warnings are all integrated through email, enabling the AR operations function with zero surprises.

Detailed Audit Trails for SOX Compliance

The ability of the platform to create and archive a detailed audit trail on every resolution greatly enhanced internal controls, reporting and compliance.

Digital Root Cause Analysis

Emagia's Order-to-Cash platform also delivers powerful reporting capabilities on deductions and disputes that help the customer identify root causes and patterns associated with dispute resolution. This information is used to modify and enhance customer management strategies and internal operations.

About EMAGIA

Emagia delivers an AI-powered Order-to-Cash platform for receivables and treasury aimed to modernize finance operations for the digital age. Over a decade, Emagia has delivered highly innovative and award-winning order-to-cash automation platforms for global finance, F&A shared services, and BPO organizations. Emagia brings the power of trifecta - automation, analytics and AI - to empower digital credit, digital receivables, digital collections, digital deductions, digital cash flow forecasting, digital cash application, and digital billing & payments. Emagia provides deep insights from descriptive, predictive, and prescriptive analytics for the entire order-to-cash cycle. Emagia's Gia Digital Finance Assistant is the next-generation conversational AI assistant and is the integral part of the platform. Gia is designed to improve the productivity of the order-to-cash staff and improve the customers financial services experience. Emagia Gia Docs AI is a cognitive document data capture service embedded in the Emagia platform for reading and extracting data from remittance and payment documents. Many companies across the world have achieved significant and sustainable improvements to their costs, compliance, control, and cash flow with Emagia solutions. Emagia solution has been deployed in over 50 countries, in over 25 languages and has processed over $850B in receivables. Emagia customers include large global companies with high volume finance operations such as Unisys, Siemens, Volt, Xylem, Catalent, Convatec, American Heart Association, Brothers International, Meredith and others.

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