

WEBINAR

Hewlett Packard Enterprise: O2C Process Continuity in a Recession



Presenters



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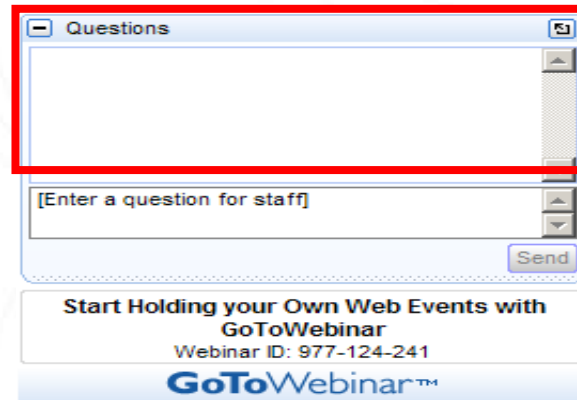


Bill Sarda

Manager,
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Strategic Accounts

Questions

- Send me your question early
- Use this opportunity to get the answers/info you seek
- The sooner you send me the question, the more likely it will be asked
- Remember to stay on for Q&A in the last 10 minutes of the session



Questions

[Enter a question for staff]

Send

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The screenshot displays the ShareSpace website interface. At the top, the ShareSpace logo is on the left, and navigation links for 'subjectspace', 'summitspace', 'strategy:space', 'supplier:space', 'social:space', and 'job:space' are on the right. Below this is a dark navigation bar with categories like 'My Interests', 'All', 'News', 'Blog', 'Articles', 'Webinars', 'Presentations', 'Reports', 'Interviews', and 'Templates'. A search bar is present with a search icon and buttons for 'Preferences', 'Filters', and 'Reset filters'. The main content area is divided into sections: 'New to subjectspace' featuring a 'Blog' article titled 'Applying AI and Machine Learning to Benchmarking' (dated 26-Sep-2017) and two 'News' articles: 'IBM Names CloudTrade as e-Invoicing Business Partner' and 'World Vision Opens Regional SSC in Accra, ...'. Below this are 'Editor's Picks' with a 'Report' titled 'The Duty to Report' (12-Sep-2017) and an 'Article' titled '10 Cracking Bits of' (19-Sep-2017). The 'Selected for you' section features a 'Webinar' titled 'Digital Transformation through e-Invoicing at Infineon' (26-Sep-2017) with a subtitle 'When the power of digital transformation spreads to invoice processing, businesses can move from managing...'. The background of the website has a light blue geometric pattern.

The slides will be available
after the webinar at
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Context

Order to Cash leaders and process owners are faced with multiple challenges in the wake of the COVID-19 outbreak.

- How do you enable high-performance and productivity for teams working remotely?
- How do you revisit your credit policy to mitigate risks in the face of an impending recession?
- How do you amp up your collection and dunning strategies to maximize receivables recovery with your buyers' facing a potential cash crunch?
- How do you digitally enable your buyers to exchange invoices, make payments and share remittance information in the 'new normal'?

Today we will hear from Hewlett-Packard Enterprise as they share their plans on answering these questions and sharing the road ahead to safeguard working capital with effective order to cash processing.

Plus, we'll explore must-have capabilities from the HighRadius Integrated Receivables product suite

Agenda

- Intro and context
- The Impact of COVID-19 on A/R
- The digital transformation landscape and strategies
- The Role of AR in the current economy
- A Sneak-Peak Into Automation Capabilities You Need Today
- About High Radius
- Q&A

The Hewlett Packard Enterprise Game Plan for Order-to-Cash Management in a Recession



Hewlett Packard
Enterprise



sharedserviceslink

 **highradius**

People, Process and Technology

COVID-19 has caused disruption for businesses on all fronts. Teams are working remotely, process gaps are more evident than before, and digital transformation is emerging as the need of the hour.

AGENDA

PART -1

- **The Impact of COVID-19 on A/R**
- **Digital Transformation Landscape and Strategies**

The Impact of COVID-19 on A/R

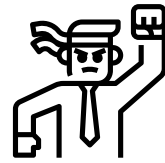


01

Immediate Impact on the Team and Work Environment



Employees experiencing challenges in adapting the remote working environment



Staying motivated and performing in the remote environment



Greater use of remote communication tools (Skype, Zoom, etc.)

Long Term Plan and Adjustments by the Leadership Team



Increased aged AR target by an additional 3% (\$100M)



Identified critical key performance indicators and put more emphasis on them



Additional judgement to maintain reserve levels

Poll Question

What was your biggest focus area while activating the COVID response mode?

1. Credit Management
2. Collections Management
3. Billing and Payment
4. All of the above

Focus Areas Identified Within A/R

CREDIT & COLLECTIONS



CREDIT

Changing Attitude Towards Credit

01

Heightened focus on impacted customers, channel route to market, countries, and industries

02

De-prioritization of lower-risk accounts while performing periodic credit reviews

Revision Of Existing Credit Strategies

01

More in-depth channel partner analysis

02

Periodic and ad-hoc reviews for all major accounts

03

Increased reserve levels

Assessing The Risks Associated With Customer Portfolio

01

Consultation with Moody's and D&B analysts

02

Study of crisis related publications to stay abreast of current events

03

Benchmarking with peer companies

Changing The Attitude Towards Collections

01

Modified payment terms and cash discount programs for channel partners for a limited period of time

02

Using existing system capabilities, collection strategies have been modified to optimize results



Digital Transformation Landscape and Strategies



Do NOT Let COVID Impact Your Digital Strategy



“ We have a well defined digital transformation strategy. We are in the second year of a three year plan and have not deviated as a result of the current circumstances. **”**


**Hewlett Packard
Enterprise**

Our Digital Strategy For A/R



Leveraging workflow management



Use of automated communications from HighRadius



In-house RPA initiative as a proof of concept in anticipation of a planned HighRadius Cash Application implementation

The Role of Technology in A/R

01

Ability to communicate and collaborate in a remote-working environment

02

Established Credit Front Office strategies including fully automated credit limit assignment/ renewal/ order approval and release of the majority of the transactions

03

HighRadius workflow capabilities allow greater control over our credit processes by enabling increased frequency of credit reviews

04

Ensuring effective collections with the help of a prioritized worklist and automated correspondence

Summary

- Understand the long-term impact of this crisis for proactive planning
- Identify process level gaps that should be addressed to minimize business disruption
- Leverage automation and plan your digital transformation project

Poll Question

What is your current #1 priority as a part of your COVID-19 Response Plan for A/R?

1. People Management: High focus on improving team productivity in the remote environment
2. Process Management: Introducing new pivots to tackle changing market dynamics
3. Technology: Accelerating the digital transformation initiatives within A/R
4. Equal focus on people, process and technology

HighRadius COVID-19 Survey

Key Challenge Areas That Business Leaders Today Need Guidance On

Risk Management & Tightening Credit Control

87%

Managing DSO Through Effective Collections

78%

Remote Workforce Enablement

67%

Monitoring Team Performance

62%



AGENDA

PART -2

- **The Role Of A/R In The Current Economy**
- **Sneak Peak Into The Automation Capabilities You Need Today**
- **About HighRadius**

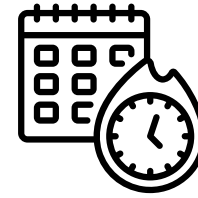
The Role of A/R In The Current Economy

03

Identify Top Priorities & Stay In Control Of Your Receivables



Mitigate your risk exposure



Maximize past-due collections

CREDIT

Questions Every Credit Leader Needs To Answer

01

Risk cannot be eliminated- but are you aware of your exposure at all times?

02

Do the existing credit limit for your customers still make sense?

03

Are your analysts looking at the right data while reviewing new credit applications?

Enabling Swift & Effective Collections Amidst COVID-19

01

Redefine collections strategies to expand outreach to all big and small accounts

02

Keep a close eye on your customer behavior and how it is changing today

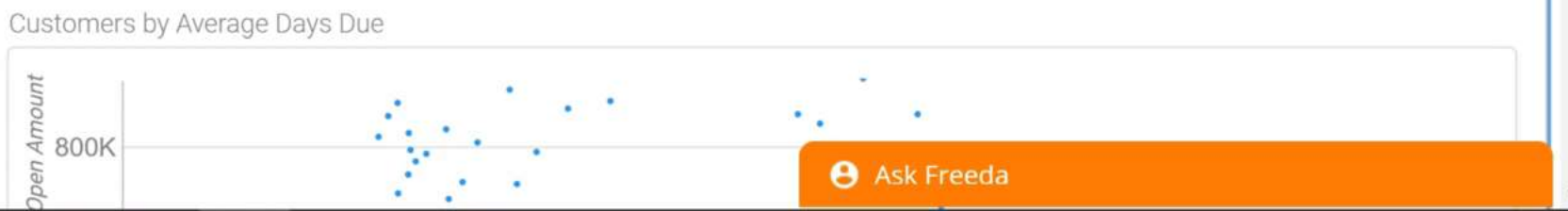
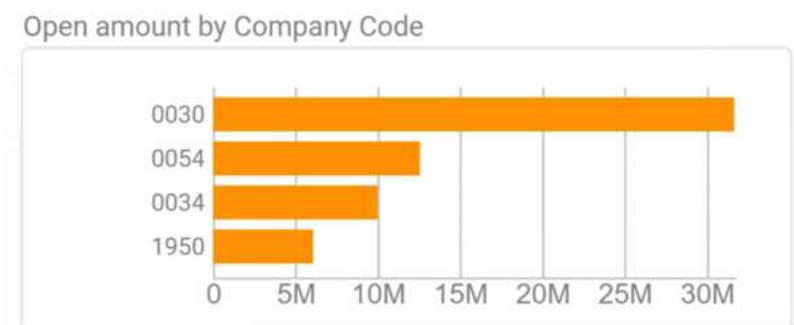
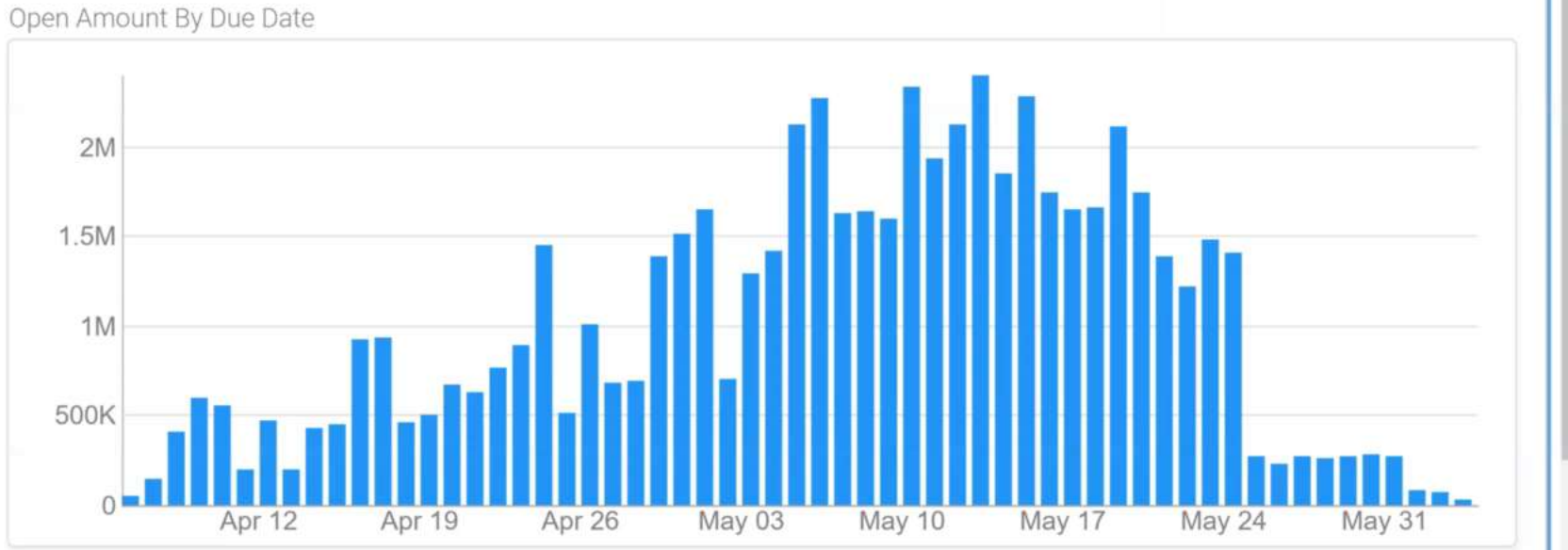
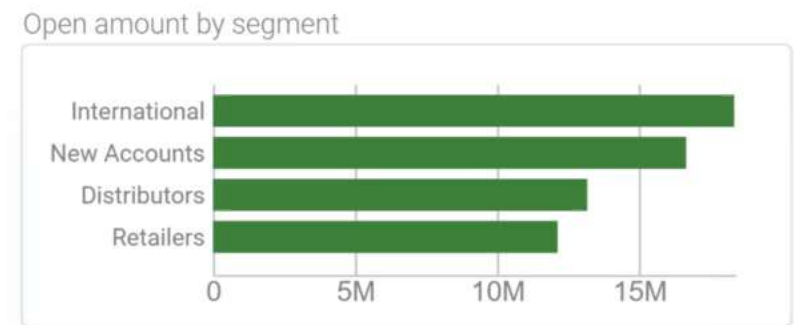
03

Provide alternate (digital) payments options to customers looking to make a payment

Sneak-Peak Into Automation Capabilities You Need Today

04

Total A/R \$60.3M	Average Days Due 21.9	Median Days Due 20.0	No of Open Items 11,264	Total Customers 487
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Search by Customer Name

Customer Name	Invoice Amount
KELIE DISTRIBUTORS EAST	875,959.48

HighRadius Credit Cloud Features

01

Real-time risk alerts (such as bankruptcy) through the AI-powered dynamic scoring model

02

Automated aggregation of data from multiple credit agencies and public financial statements

03

Artificial Intelligence powered blocked-order prediction to ensure real-time action and customer contact

04

Integration with Collections Cloud allows automated prioritization of a customer moving to a higher risk class

HighRadius Collections Cloud Features

01

Smart prioritization of the collector's worklist based on predicted-aging

02

Highly accurate cash forecasting through AI-powered payment date prediction

03

Automated notes capture and tasks creation by Freeda, our virtual assistant on collections calls

04

Integration with the customer's A/P portal allowing for skipped invoice tracing

HighRadius EIPP Cloud Features

01

Ability to set-up auto-debit for customers

02

Instant e-payments : Customers could make a payment without going through the registration process

03

Customer self-service account management

04

Invoicing across emails, customer portals and other customer preferred channels

Poll Question

Would you like to sign up for a complete demo of the HighRadius A/R automation solution suite?

1. Yes, I'd like to connect to an expert and watch a demo
2. Yes, I'd like to access on-demand recorded solution demos
3. Yes, but I would like to have a 1:1 interaction with an expert first
4. No, I do not want to see a demo or connect to an expert

Automation In The Times Of COVID-19

- Helps improve employee engagement and productivity as machine takes over the repetitive tasks
- Enables a single source of truth for inter-team collaboration
- Enhances customer experience while making sure that the desired process metrics are achieved

About HighRadius

05

Integrated Receivables

- Credit
- EIPP
- Cash App
- Deductions
- Collections

Treasury Management

- Cash Forecasting
- Cash Management
- Bank Reconciliation



Autonomous Systems



Strategic Investments

Artificial Intelligence

On-Premise Solutions
2006

Cloud Solutions
2010

2014

2017

2019

Trusted by **200+ Fortune 1000** companies

\$1 Trillion + transactions processed annually

Partial List of Customers





950+

Finance Transformation Projects

6 continents | 92 countries

Global Footprint

950+ implementations

6 continents

92 countries

Regional offices:

 Houston, TX (Global HQ)

 London, UK

 Amsterdam, NL

 Hyderabad, India

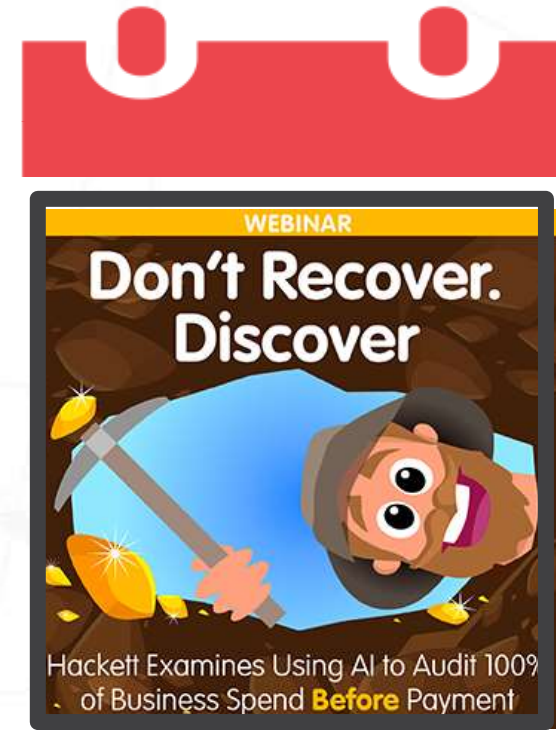
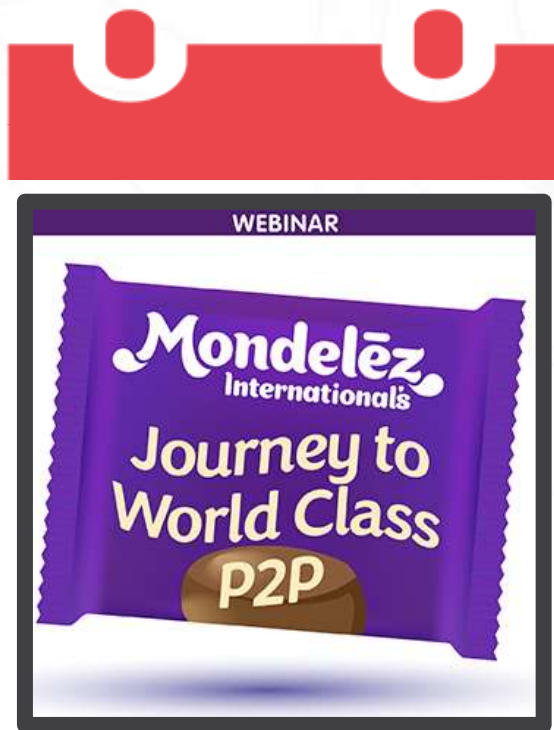


Q&A

06

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