



*"Cforia Software is a big part of HCL's 3rd generation BPO strategy. Their A/R platform dramatically raises productivity, so that HCL can drive better financial results with less headcount. This allows us to deliver financials that greatly exceed simple labor arbitrage."*

*- William Sides  
Director HCL BSERVE F&A*

## Balance Sheet Improvements

Increase Productivity

Improve Financial Controls

Customer Satisfaction

Cash Visibility

Key Performance Indicators

Real-Time Data Integration

## Breakdown Communication Barriers

Accounts Receivable Management entails six distinct workflows that must work in concert to maximize performance of one of your balance sheet's largest values. These six distinct sub processes include: Order Hold & Release, Collections Management, Credit Management and Reporting, Sales Force Support, Chargeback and Dispute Management and Lockbox Auto Cash Application. Companies today use Business Process Outsourcing to outsource the responsibilities of specific business functions to third party service providers who are often located half a world away. Outsourcing causes companies to risk customer confusion and often causes customer dissatisfaction.

Cforia Software's A/R Automation Workbench provides a solution for your company's BPO problems. The Workbench is a synchronized system that links each of the six distinct workflows in A/R Management together. It increases visibility of your entire A/R Portfolios and most importantly facilitates collaboration between internal A/R and sourced employees. No longer does outsourcing portions of your company's A/R functionality involve a loss of communication.

## Improve Key A/R Metrics and Customer Satisfaction:

- Drive financial results that exceed pure labor arbitrage by increasing retained and sourced employee productivity and driving better A/R metrics
- Facilitate collaboration between internal A/R employees, other company stake holders, BPO staff and customers
- Maintain adequate controls across your internal and external accounts receivable processes through creation of an audit trail, process standardization and segregation of responsibilities
- Promise-To-Pay Transaction with automatic payment tracking and flexibility
- Prioritize Collection events; Prompt your Collectors to work on the most important activities that maximize cash in the door
- Provide visibility into the number of calls, letters, email and key metrics of every Collector in your organization
- Code, Collaborate and Perform Root-Cause Analysis on Chargebacks
- Avoid "Collection Loops" by properly coding and escalating disputes on the first call
- Real-Time Data Integration avoids calling customers who already paid

## Business Benefits:

- Deliver balance sheet improvements that greatly exceed pure labor arbitrage
- Reduce collection cost through increased productivity
- Improve Customer Satisfaction through prompt problem escalation
- Enhance Controls & Compliance
- Improved Cash Forecasting

## About Cforia Software:

Cforia Software was founded in 2001 by technology veterans with extensive experience in ERP applications like SAP, Oracle, PeopleSoft and JD Edwards. Today, Cforia is a global company that provides industry leading A/R Automation that is used by large corporations to manage over \$170 billion in open A/R. Some of our largest customers include Textron, Teledyne, Citizen Watch and NAPA Auto Parts. Cforia's rapid growth is driven by superior technology that includes real-time data integration across disparate ERP systems, order management, separate clean and dirty receivables tracking, plus handles multi-currency, multi-languages and multi-business operating units.

Our comprehensive software suite maximizes AR performance through its integrated system that includes OCR Auto Cash Application, Credit Collections & Deductions Workbench, Customer Self-Service & Payment Portal, and an A/R Collaboration Portal. Cforia in-house project resources typically implement the entire platform in one to three months.

Cforia's A/R Automation empowers Finance Departments to manage their own electronic dunning correspondence, reports and credit and collections business logic without having to rely upon overburdened IT staff or outside consultants.

## Cforia A/R Automation Platform:

Cforia Software has the most comprehensive credit, collections and deductions software in today's market. It is the only complete receivable automation system and offers a variety of solutions to better manage your company's credit, collections and deductions.

At the heart of this solution, is our software's capability to integrate with other accounting software and collection tools in real-time.

The implementation of Cforia's Real-Time Database allows for efficient, updated functionality in all areas of the product suite: Credit, Collections & Deductions Workbench, EIPP Customer Self-Service Portal, A/R Collaboration Portal and OCR Auto Cash Application.

