

Case Study

GOODMAN MANUFACTURING

Manufacturer Sees Increased Collector Efficiency

THE CLIENT

Goodman Manufacturing was acquired by Daikin Industries in 2012, and is the world's largest manufacturer of Heating, Ventilation, and Air Conditioning.

THE CHALLENGE

As a global company managing accounts receivable, Goodman's challenge was creating a consolidated view of their overall credit exposure using data that lived in two different ERP systems.

Without a tool to aggregate the data across systems, they lacked visibility into the business as a whole as well as the individual activities and performance of their collectors. Running closing KPI reports would take at least a day and was extremely time consuming due to the lack of information being in one place. From a management standpoint, it was a huge challenge to monitor individual collector touches and create a system that gave managers insight into collector performance.

THE SOLUTION

Cforia. *autonomy*'s real-time data capabilities quickly gave management the visibility they were lacking into the business's overall numbers and individual collector KPIs. KPI reports are now generated and produced within 2-3 hours after month end close.

With this ability to quickly create reports, the A/R team utilized the real-time data now available to them to roll out individual KPI programs for each collector. This program uses the priority views and activity tracking functionality within Cforia. *autonomy* to allow both management and their teams to keep track of their touches and work queues throughout the day. With each collector in a team of 32 able to view a customized worklist daily of accounts to touch, the entire team now closes out each month with 100% of accounts being touched which they were not able to do previously. Additionally, KPI tracking and better visibility resulted in Goodman bringing their % Current up 10% in less than a year, and decreasing their 30 day past due accounts by 83%.



Worklists

Each collector on the team prioritizes their day off of a custom worklist that drives productivity throughout the work day.

Reporting

Creating custom reports and generating those reports quickly throughout the day and end of month improved collector performance tracking.

Data Visibility

Integrated data across the business gave management the visibility they needed to view both overall business and individual KPIs.

BY THE NUMBERS



100%

Accounts touched
each month



-83%

Reduction in number of
accounts 30 days past
due in 1 year



-95%

Reduced number of
disputes by 95.41% in
just 1 month



+10%

Percent current
increased by 10% in
less than a year

“Speed and flow of information is critical for maintaining accountability and transparency. Cforia.autonomy’s ability to display up-to-date data to our team throughout the day was critical to our success.”

Simon Lin, Director of Shared Services | Goodman Mnaufacturing



Cforia Software is a global company that provides leading Order to Cash Automation that is used to manage over \$200 Billion in yearly A/R. Our rapid growth is driven by superior technology that includes near real-time integration across multiple ERP systems, currencies, languages and business units.

Cforia Data Integration Connectors facilitate rapid real-time integration within your corporation’s existing IT infrastructure including ERP systems, document imaging, third party credit data, email and facsimile servers. Pre-packaged data integration connectors greatly shorten project timing and risk by avoiding custom data integration.