

HighRadius Dispute Resolution Accelerator for SAP enables companies to significantly improve their receivables financial performance by accelerating dispute resolutions and collections through a closed-loop collaborative workflow solution that acts as glue between people, processes and information. Built on top of SAP Netweaver platform, HighRadius solution leverages and extends mySAP ERP and Dispute Management functionality.

Challenge

Companies continue to struggle with their efforts to reduce and control customer deductions. On one hand deductions are increasing at the rate of 20% per year. On the other hand, companies are under constant pressure to either decrease head count or increase staff efficiencies. The complexity of resolving a dispute across multiple departments such as account receivables, distribution,, sales, and customer service introduces a significant challenge to cost-effectively resolving a dispute in a timely manner. As a result, the number of open deductions is exploding leading to increase in Days Sales Outstanding (DSO) and unnecessary write-offs. In a recent study conducted by the Credit Research Foundation on customer deductions across 28 industries, the top three internal challenges for controlling deductions were identified as: 1) Lack of cross-departmental cooperation, 2) Inefficient processes and 3) Lack of timely access to information. Most ERP systems provide rich capabilities around receivables financial transactions but do not capture and track the business processes that lead to them. Personnel within departments spend significant amount of time looking for information spread out in silos and manually collaborating with others using email, phone and paper-based processes.

HighRadius Solution

HighRadius Dispute Resolution Accelerator enables SAP customers to take receivables automation to the next level by providing a robust pre-configured workflow solution to process disputes. The solution is an extension to SAP Dispute Management modules and accesses the FI-AR and Dispute related data in real-time. The solution enables standardization and enforcement of dispute related business processes by providing deep cross-department collaboration and one-click access to all relevant data to make quick and informed decisions. The solution includes out-of-the-box templates for standard dispute resolution processes such as Pricing , Returns, Shortages Etc.

The process for resolving each Dispute Type can be configured into a series of steps each of which can be executed by the system or user. All the relevant data such as documents, SAP Transactions, workflow history are passed from one user to another in a way that is governed by rules or procedures. Each user has a set of tasks to perform as instructed by the system. Based on the actions taken the follow-on participant is dynamically identified and the work item is assigned to that user. The solution provides a complete audit trail of the lifecycle of a dispute resolution process, and benchmarks the performance of the users and processes. Managers can view real-time process performance and proactively manage bottlenecks and backlog. Escalations based on deadlines can also be set-up. The solution enables users to focus on the core tasks relating to dispute resolution as opposed to chasing information and other users. It forces users to work with established process designed by the company resulting in optimum process efficiency and hence a direct impact on reducing days sales outstanding (DSO) and write-off's.

