GETPAID + amalto

THE SMART SPACE FOR ORDER TO CASH AUTOMATION

GET PAID FASTER

fisglobal.com  amalto.com
### The 6 Statistics You Cannot Ignore...

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of invoices that are paid late in the United States</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Average DSO</td>
<td>67 Days</td>
<td></td>
</tr>
<tr>
<td>Percentage of customers who never got their invoice</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>50 percent of companies wait between 10-25 days for invoice approval</td>
<td>25 Days</td>
<td></td>
</tr>
<tr>
<td>Percentage of late payments due to incorrect invoices</td>
<td>61%</td>
<td></td>
</tr>
<tr>
<td>Average AR written off as bad debt each year</td>
<td>4%</td>
<td></td>
</tr>
</tbody>
</table>

### The 3 Pain Points...

- Manual Processing
- Low / No Connectivity
- Low / No Integration

### The Solution...

- Full Automation
- High Connectivity
- Top-Level Integration
Case Study #1: Invoice Automation

Iron Mountain: www.ironmountain.com
Records Management Services  |  Annual Revenue: USD 4.23Bil  |  Headcount: 26,200  |  Location: Boston, Mass

Summary
The Iron Mountain (IRM) AR department was experiencing pressure from their Fortune 1000 customers to provide invoicing via electronic B2B or EDI integration. The system they had in place was utilizing in-house IT personnel for on-boarding each new client request. Each new customer on-boarding was painful as there was no standardized approach or solution for mapping to each customer. The net effect was taking weeks and months to on-board each new customer. It was frustrating for the customer and wasn’t enhancing IRM’s objective of enhancing customer satisfaction.

This on-boarding approach led to the creation of a large backlog of customers wishing to receive their invoices delivered electronically.

Amalto implemented its fully hosted and managed B2B integration solution, requiring only one master invoice template from IRM’s back office ERP systems. Amalto on-boarded 75 of IRM’s top-tier customers, eliminated manual processes and clerical errors, and improved customer satisfaction.

Challenges
- IRM had a backlog of customers requesting immediate AR invoice B2B integration
- IRM’s two main business units were running two separate ERP’s that were incompatible but required data from each system to create one complete invoice
- IRM needed an enterprise capable B2B integration provider to deliver a solution as a service, required minimal IT involvement, and provided ongoing application management, monitoring and support

Solution
- Allowed IRM to seamlessly process invoices from both ERP’s with no manual intervention
- The Amalto solution enhanced customer satisfaction by competently and rapidly on-boarding each backlog customer and subsequent new customers
- Invoice errors were eliminated thanks to validating specific customer data elements before each invoice is shipped.
- Amalto on-boarded IRM’s top 75 e-ready customers within 1 year (averaging 1.5 on-boardings per week) and with minimal IT involvement or needed support from IRM.

Conclusion
By IRM outsourcing its B2B AR invoice integration needs to Amalto they were able to ensure and increase customer satisfaction by alleviating the pain caused by a homegrown, backlogged and inefficient customer on-boarding process. Our solution’s capability to merge required invoicing fields allowed both ERP’s to seamlessly deliver errorless invoices to IRM’s high value customers. In addition to savings generated by increased efficiency the elimination of manual processes also allowed for elimination of invoice rejections due to keying errors by AR clerks.
Case Study #2: Credit + Collections Automation

Apogee Enterprises: www.apog.com
Construction Equipment Sales | Annual Revenue: USD 1.43Bil | Headcount: 7,000 | Location: Minneapolis, Minnesota

Introduction
Apogee Enterprises has been leveraging FIS’ GETPAID, Credit-to-Cash solution since 2002. Before GETPAID, Jerry Drake, Director Credit & Collections, was experiencing the pinch of the economic slowdown. Apogee was observing the decline in on-time payments and witnessing an increase in their overdue Accounts Receivable (AR). Being an active member and leader of numerous credit groups, including the National Association of Credit Management (NACM), Drake had seen GETPAID at different conferences.

Summary
After completing a painful ERP conversion, Apogee did not have an appetite for anything new. Yet, wanting to improve results, the company’s Director Credit & Collections led a team to complete a six sigma study focusing on improving days sales outstanding (DSO) and AR aging. During the study, Drake continued to receive the message that they needed to utilize the manual processes they already had in place. Not to be deterred, he built a business case demonstrating the potential results that an automated solution could provide. The focus was not only on improving results, but also the sustainability of those results. Drake naturally turned to FIS’ GETPAID, Credit-to-Cash solution.

Approach + Solution
After gaining approval and implementing GETPAID with only one business unit, the results began improving within 90 days. The directive was given to roll GETPAID out company wide. Apogee’s standard payment terms are 1/10 net 30. Even with those payment terms the company was experiencing DSO around 60 days before GETPAID. Apogee currently utilizes Credit Management, Strategic Collections, and Disputes identification within GETPAID. Additionally, Apogee uses the customer risk scoring within GETPAID for assistance with calculating accurate bad debt reserves. They host the solution on-premise, being supported by their own IT team. The results that have been achieved by Apogee have been substantial. DSO and overdue AR have been on a consistent downward trend since implementation in 2002, providing significant cash flow improvement. All the while, the team has been able to achieve these results with an increase in the number of accounts in the portfolio with a 60 percent reduction in the number of resources required to handle them. Any new acquisitions are brought into GETPAID as soon as possible to maximize the benefits.

Conclusion
The future looks strong for Apogee Enterprises. They are currently in the process of upgrading to version 8.8 with the intention of expanding their use of GETPAID into Cash Application. Apogee is looking forward to leveraging the latest in Artificial Intelligence related to Cash Application to continue to automate any manual processes. According to Drake, “GETPAID has brought a continuity in approach to accounts and discipline”. The strategic partnership between FIS and Apogee has driven remarkable improvements in cash flow and operational efficiency. Moreover, Drake shared, "One example of a new business unit we brought into GETPAID provided a reduction of AR greater than 90 days overdue from 6 percent to 1.4 percent".
Full Automation + High Connectivity + Top-Level Integration

THE TECHNOLOGY

Sales Order Automation | Work Order Automation | Field Ticket Automation | Invoice Automation
Credit + Collections Automation | Cash Application Automation | Supplier Community | Logistics

ENTERPRISE

SYSTEMS

100%-Agnostic to:
ERP System
Billing Software
Field Service Solution
Database
CRM Solution
Accounting System

B2B/EDI Document Management
100%-Agnostic to:
B2B Document Type
B2B Document Format
Transport Protocol

Seamless Connection to
All Marketplaces
All e-Ready Customers

Portals Creation for
All Non-e-Ready Customers

New Technologies
Artificial Intelligence
Accelerated Machine Learning

Web Portal
Reports
Dashboards
Workflows

Dedicated, private cloud solutions with the utmost levels of security
GETPAID + amalto

The leader in process automation for the management of corporate credit risk, collections, dispute resolution, and cash application

The integration specialist for the exchange and automation of all order to cash documents and processes

THE FUTURE OF ORDER TO CASH IS HAPPENING NOW