Solution Brief – Process Analyzer for Order to Cash

Maximize operational effectiveness, eliminate business process inefficiencies and identify risks in your entire Order to Cash process.

Sales is the engine that drives a company – in any economy. That means anything that interrupts the sales process – like taking too long to complete or ship an order, verify credit or confirm the proper discounts – has a direct and immediate impact on days' sales-outstanding, and ultimately the working capital you need to grow the business.

At the same time, the sales process also contains some of the highest risk for deliberate fraud. Salespeople or company executives looking to boost their numbers can manipulate the system in dozens of ways (as recent high-profile scandals have proven). And simple human error in data entry can have catastrophic results when future projections are made based on faulty numbers.

ControlPanel^{GRC} Order to Cash uses Continuous Controls Monitoring (CCM) to provide instant visibility into the entire sales process. It automatically checks every interaction for exceptions to established business processes. Yet unlike other CCM solutions that cost hundreds of thousands of dollars and require long implementation times, this next-generation solution is significantly less expensive and can be monitoring your sales process in just a few weeks – helping you eliminate the types of surprises that land you in front of the Board of Directors.

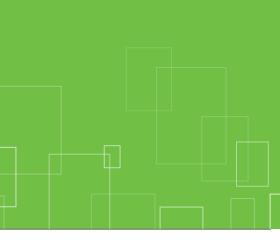## Monitors for Exceptions – Without Exceptions

In a perfect world, the sales function would operate like a well-oiled machine, with little reason for more than a spot-check here or there. And that's the way most organizations approach it – with manual monitoring. Yet the sales mechanism is so complex, with so many breaking points, that it's impossible for any one person or department to watch and catch them all, all the time. Meanwhile, orders aren't being processed, customers are becoming unhappy, cash flow is drying up and the organization's reputation (and bottom line) are deteriorating.

Are these questions keeping you up at night?

- Are we delivering goods to customers that should be on credit hold?
- Can we identify unusual customer returns or credits?
- Can we identify customers with unusual or excessive payment terms or discounts?
- Are all customer sales orders and deliveries being subjected to a credit check?
- Are we monitoring sales orders or deliveries spending an excessive amount of time on hold?

Benefits

- Improves cash flow by identifying processing delays
- Automatically identifies instances of human error and deliberate fraud
- Drives customer satisfaction
- Eliminates need for costly manual sampling
- Manages exceptions to business rules

Order to Cash solves these issues by automatically monitoring and identifying exceptions to business rules that affect sales as they occur. When an exception is uncovered, key personnel are alerted and given the ability to drill down to the cause so they can take immediate action. It verifies that controls are in place and that the sales process is working as designed.

Keep Sales Flowing

SAP® builds controls -- such as the need to review blocked orders -- into the sales process. Yet if no one is aware an order has been blocked, it can be days or even weeks before it's finally processed. In the meantime, days' sales-outstanding grows and customers become impatient – and perhaps begin seeking new vendors.

Order to Cash provides instant notification of any delays for investigation and quick resolution. It also notifies designated personnel of any attempts to circumvent the controls, such as duplicate shipments or changes to payment/credit limits. It keeps the sales process running optimally while ensuring that internal policies are enforced to maximize cash flow.

Simplifies Audit Preparation

Preparing for audits using manual methods is a time-consuming, costly ordeal. There's also the risk that critical issues can be missed or can take too long to resolve. Order to cash automatically monitors all interactions, greatly simplifying the process. You can call up the report for the period in question, and all the forensic information appears. You can review every control, every transaction, every exception and every action taken to resolve sales issues quickly and easily.

Regular Users

- C-level Executives
- Line of Business Managers
    - Procurement
    - Finance
    - Control
- Internal Auditors

Related Modules

- Process Analyzer for Procure to Pay
- Risk Analyzer
- User and Role Manager
- Emergency Access Manager
- AutoAuditor
- Batch Manager
- Transport Manager
- Access Certification Manager
- Usage Analyzer

For more information, please contact:

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