



My A/R Solution is Finally Implemented – OMG!

- Now What?

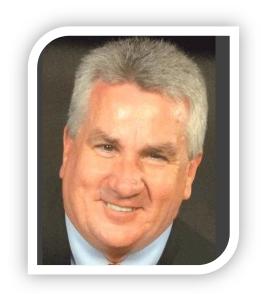
Charting the Road for Post Automation Success





Featured Speakers





Michael Pettyjohn

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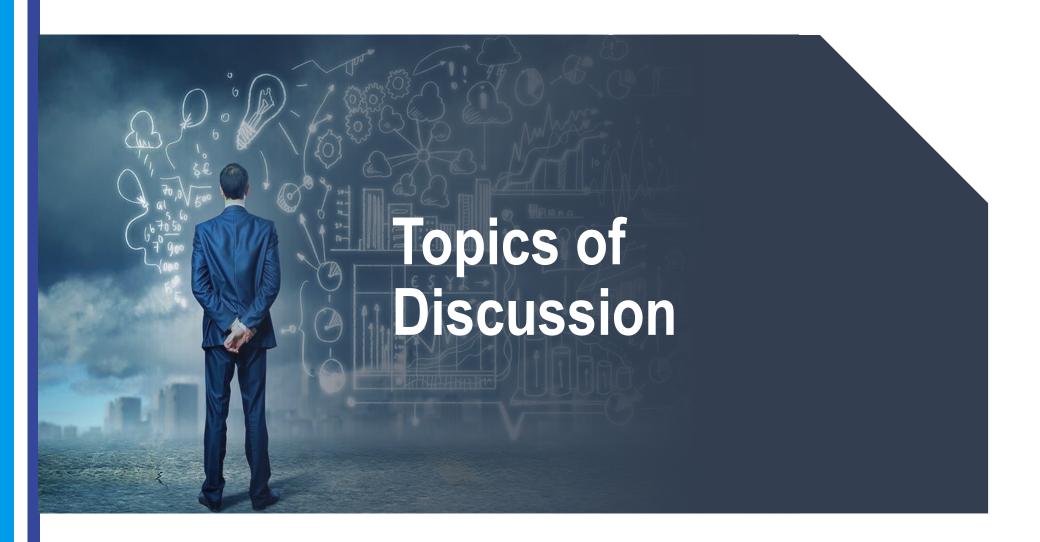








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Topics of Discussion





People and Change Management



Components



Environments



Landmarks





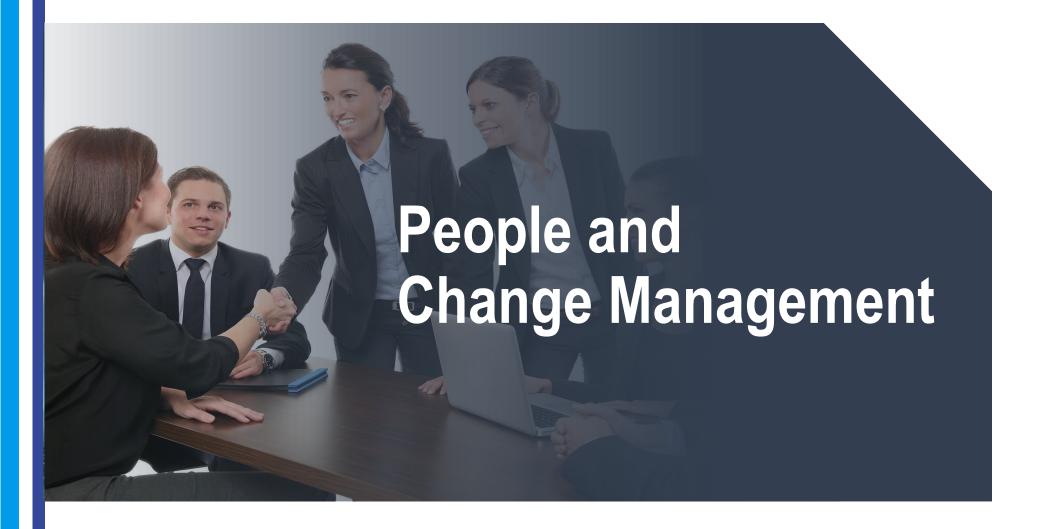












People and Change Management



















Stages in Reaction to Change





Shock

- **Threatened**
- **I**mmobilized
- Feel unsafe
- Timid
- **Productivity** drops





Defensive Retreat

- **Angry**
- **Lash Out**
- Hold on to past
- Conflict



Acknowledgement

- Cease denying
- Mourning
- Risk more palatable
- **Explore pros** and cons



- Adaptation Internalize change
- Consider change for best
- Let go of fear





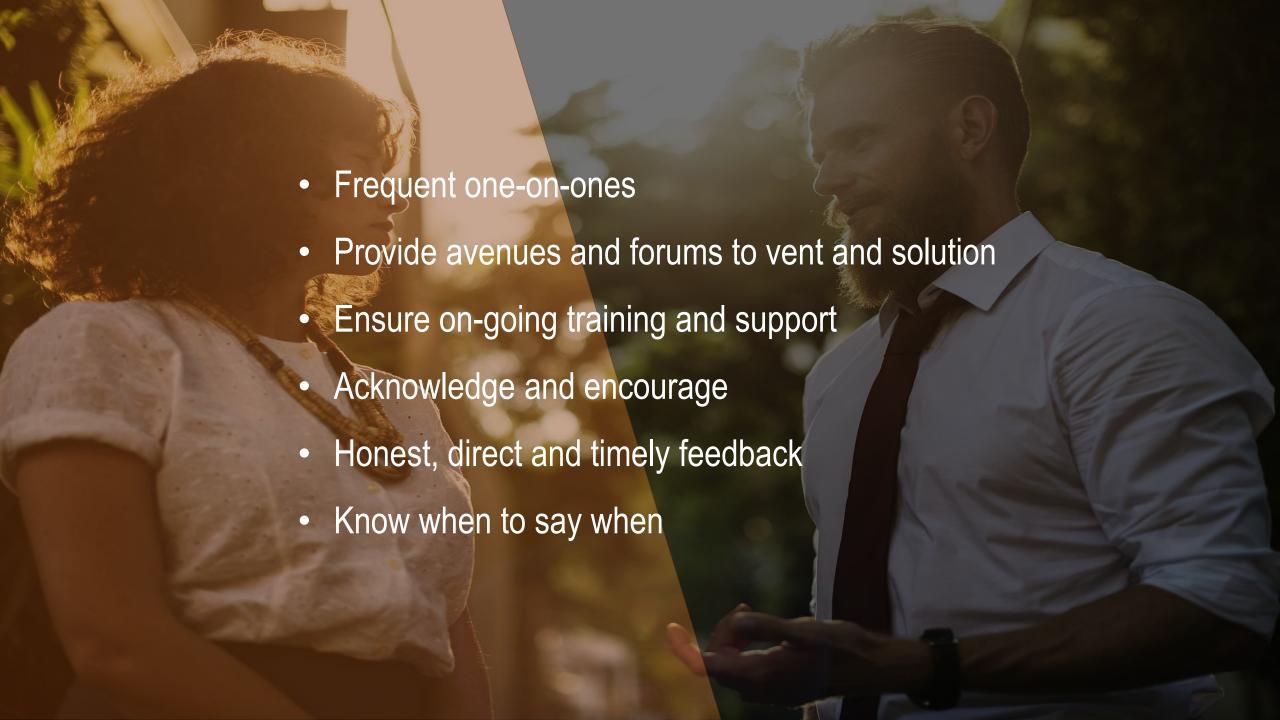




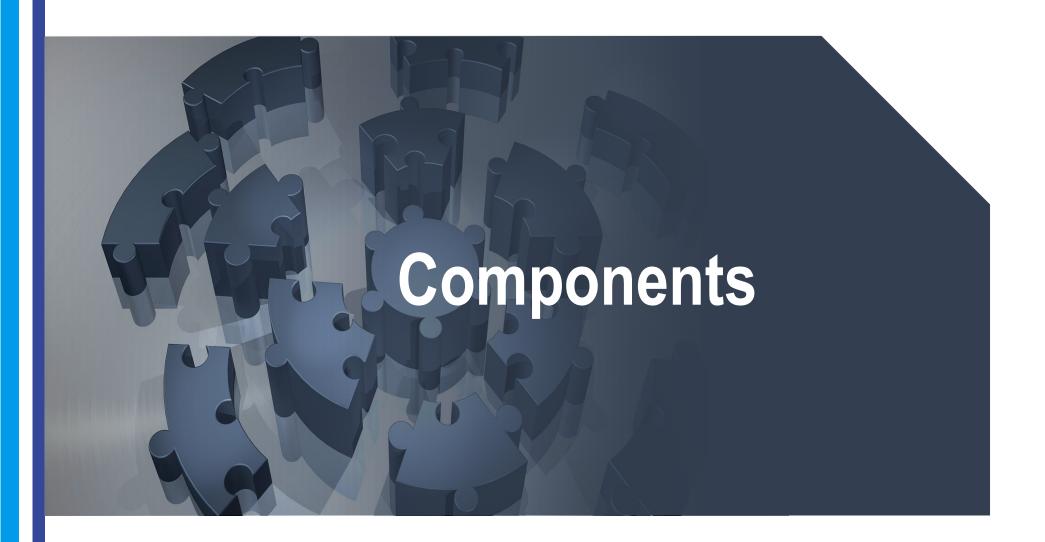












Components



- Reporting
- Insights
- **Benchmarking**



Reward













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Environment









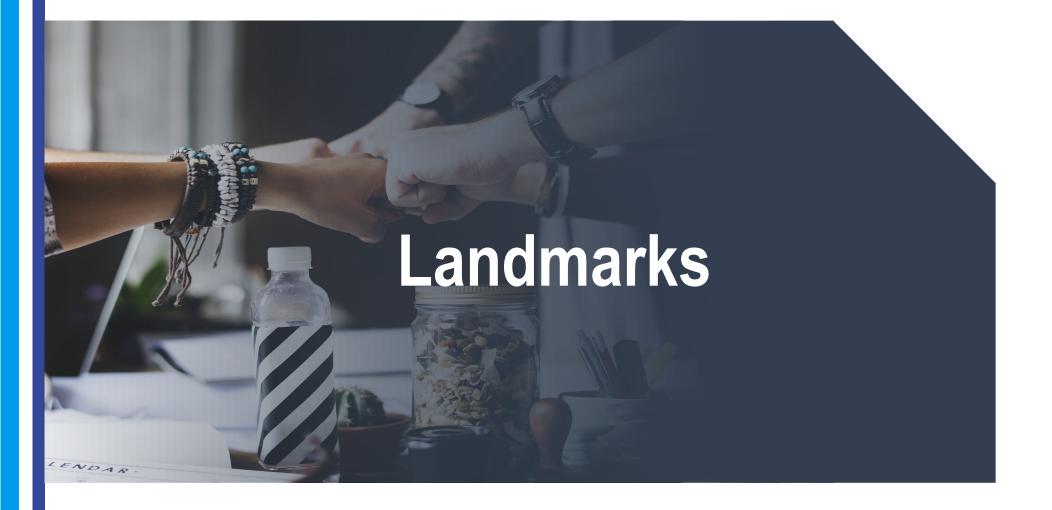












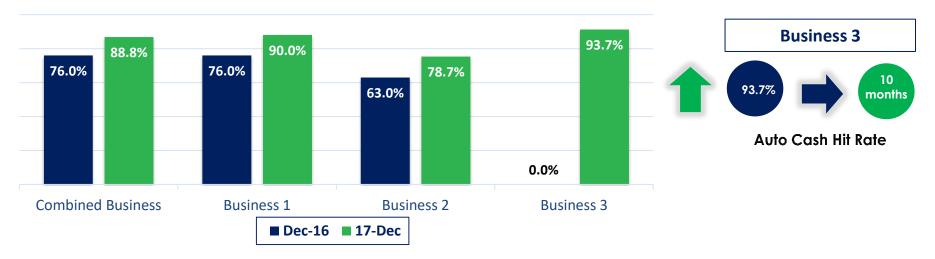


Cash Application Efficiency





Auto Cash Hit Rate













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