

# 50% Reduction in Write-offs and Streamlining Collections Management Process with Integrated Receivables

How Brightstar improved collectors' efficiency by 40% and reduced write-offs by 50% while increasing their collectors' efficiency by 97%.



## About Brightstar

Brightstar is the world's leading mobile services company for managing devices and accessories across the wireless ecosystem.



With the help of Highradius' collections solution, we had an average savings of \$500,000 in one year, that's the one year mark.

Tim Walker  
Finance Project Systems Manager

## Challenges

Brightstar serves 50,000 + carrier, retail, and enterprise customers across 100 countries. They touch over 100,000 points of sale and participate in every stage of a device's lifecycle from when it's manufactured to the moment it's time to trade it in and re-market it. Brightstar processes over 100 million devices every year, providing innovative end-to-end services. With such a massive volume of customers and operating areas, Brightstar faced significant challenges in their collections, deductions, and invoicing process which made them switch to HighRadius.

### INDUSTRY

Wireless Technology

### HEADQUARTERS

Miami, Florida, United States

### REVENUE

\$10.5 Billion

### PRODUCTS

- Collections Cloud
- Deductions Cloud
- EIPP Cloud

## Benefits

- \$1M net savings per annum post automation.
- 50% reduction in shortage deductions write-offs.
- 97% increase in collections accounts coverage per day.
- 40% increase in Collector's efficiency.
- 64% reduction in A/R team size - from 28 FTEs to 10 FTEs.



## Major Challenges

### High FTE Cost

Without consolidated systems and processes in place, the A/R team was required to work 2 shifts to clear the backlog of deductions. e-payments were provided by the bank.

### High Deductions Write-off

Due to a heavy deductions backlog, the team was unable to dispute all deductions, conduct thorough analyses, and undertake research. This made resolutions harder which, in turn, led to a high percentage of write-offs.

### Manual Data Aggregation

Research documents such as claims, PODs, BOLs, and other backup documents were aggregated manually from websites, carrier portals, emails, and fax. The cross-functional collaboration involved exchanging messages back and forth through emails, mail, and calls. Each required backup copies of documents, costing the company many man-hours of low-value back-office work.

### Poor Operational Efficiency

Inefficient collections policies were in place with low accounts coverage and poor collection effectiveness.

### Limited Visibility

Due to the lack of a standardized process, the company spent time and money piecing information together from disparate systems.

### Heavy IT Dependence

8 different types of email correspondence templates were used that needed heavy IT involvement for set up and configuration. This resulted in additional costs and created an operational bottleneck for the team.

## Challenges Specific to the Collections Process

### Manual Collection Management

All major collection activities including planning, tracking, collaboration, and follow-ups, were tracked and recorded on spreadsheets. This resulted in poor team productivity and efficiency.



## Manual and Unstructured Correspondence

The correspondence method was unstructured and did not follow any standardized process. Non-standardized and inefficient manual correspondence processes were used instead.

## Ad-hoc Reminders and Follow-ups

Ad-hoc reminder and follow-up activities were tracked with the help of spreadsheets. In the absence of a correspondence system in place, the team was not able to proactively send reminders or follow-ups.

## Call Logs/Notes in Multiple Systems

The call logs or notes from calls were stored in multiple systems and spreadsheets. Because multiple systems were used the entire process was inefficient and manual.

## Challenges Specific to the Deductions Process

### Manual Deductions Process

The entire process of trade deduction management was manual, meaning many staff were required to manage the process. The volume of deductions was high which led to the high number of FTEs, resulting in high costs.

### Unstructured internal collaboration

Internal collaboration was very inefficient without a system in place. The deduction process required the team to collaborate with multiple departments to confirm the validity of deductions.



Doing the research internally and working with various departments was very difficult without having any kind of workflow solution.

Tim Walker  
Finance Project Systems Manager

## Challenges Specific to EIPP Process

### Manual Invoicing Process

The entire process of invoicing from creating invoices to delivery was entirely manual. This meant teams had to dedicate a lot of time performing clerical tasks which made the process even more laborious and time-consuming.

## Different Customer Preferences

Different customers have different preferences. Some prefer monthly invoices or weekly invoices. Others prefer header-level invoices while some preferred line-item invoices. Since the individual requirements of customers were different at any point in time, due to the process being completely manual, this was a challenging task for the team.

## How did HighRadius Help

Brightstar partnered with HighRadius to automate their A/R landscape and trusted HighRadius' collections, deductions, and EIPP cloud management to bring in the next level of change and customer satisfaction. This eliminated the issue of information flow between their systems, people, and internal and external business partners.



HighRadius helped us resolve deductions faster with automation

Tim Walker  
Finance Project Systems Manager

### Collections Cloud

#### Automatic Fetching Of Invoices for Emails

With the Highradius Collections Cloud, invoices were automatically fetched from the ERP. This helped collectors directly attach invoices emails with a single click.

#### Automatic Fetching of Customer Contacts

Using Collections Cloud, the team was able to fetch customer contacts from ERP with a single click.

#### Prioritized Collections Work List and Strategy

Collectors were able to have a prioritized work list instead of randomly or manually choosing from the collection list for the day. They were able to achieve a high level of precision in collections with the help of Highradius' solution.

#### Standard Correspondence

Cross-department internal collaboration became easier with standard correspondence process in place with the help of the Collections Cloud.



## **Automated Reminders and Follow-Up**

An automated reminders and follow-up system helps collectors send automated reminders and one-touch follow-up correspondence. An efficient collection process was enabled with the help of ready-to-use dunning templates and single-click correspondence delivery.

## **Central Repository of Notes**

Collections Cloud helped the company to access all the call notes, promises to pay, and customer responses in the cloud itself. This helped them save time and acted as a single source of data.

## **Deductions Cloud**

### **Claims and POD Automation**

The solution is able to pull claim and pod information from customer and retailer websites as well as emails and paper documents. This eliminates time lost and reduces man-hours lost to manual aggregation. It can also link documents to the relevant dispute cases.

### **Correspondence Automation**

Seamless cross-functional collaboration for deduction resolution can be achieved through automated workflows. Automatic posting of denial correspondence to customer web portals for easier notification and communication was also enabled.

### **Internal Correspondence**

A structured workflow and collaboration engine for streamlined inter-department communication and quick approval.

## **EIPP Cloud**

### **Automated Invoices**


EIPP Cloud makes invoicing efficient with the help of auto-generated invoices and scheduled delivery. Teams are able to customize invoices based on requirements and automate invoice delivery through emails, postal mail, and fax. Payments for future processing and direct debit for recurring payments could be scheduled.

### **Document Sharing With Customers**

Enabled customers to share details and supporting documents for claims.

### **Single Self-Service Portal**

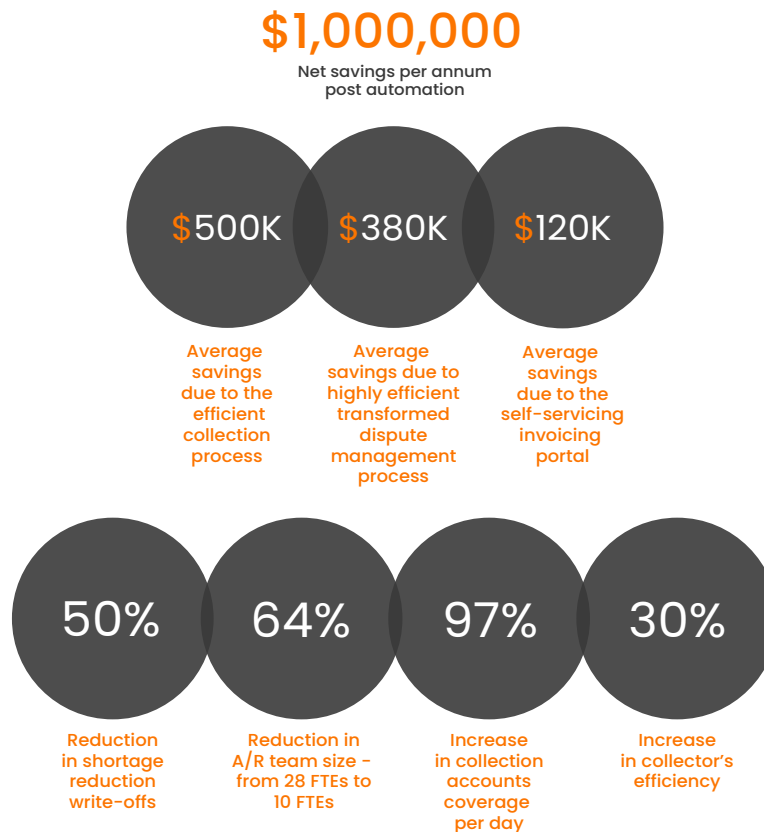
A single repository that gives buyers and suppliers access to previous and current invoices. EIPP Cloud enables a low-touch buyer onboarding through email invites, self-registration, and single sign-on (SSO).



## Easy Collaboration

Internal collaboration became easier with single click collaboration between AR and AP teams.

## Results Achieved



## About HighRadius

HighRadius is a Fintech enterprise Software-as-a-Service (SaaS) company that leverages Artificial Intelligence-based Autonomous Systems to help companies automate Accounts Receivable and Treasury processes. Our products provide value to a wide range of customers and are especially relevant to industries like consumer products, manufacturing, distribution, energy, and others that sell products or provide a service to other businesses.

Our customers range from some of the largest global corporations, including more than 200 Fortune 1000 companies. We also serve mid-size enterprises that don't have the IT resources to consolidate on an ERP platform but still want to automate and streamline their receivables and treasury processes.