

Understand, Simplify, Automate: Saving \$2 Million with Continuous Improvement

Learn how Dr Pepper Snapple Group achieved 80% A/R process automation by incorporating continuous improvement



About Dr Pepper Snapple Group



With HighRadius, we have seen Financial Services costs decline by \$2.5M while volume, quality and productivity increased.

Coleen Zdrojewski,
Vice President – Financial Services,
Dr Pepper Snapple Group

Dr Pepper Snapple Group Inc. is an American soft drink company, based in Plano, Texas and the #1 flavored carbonated soft drink manufacturer in the US. Formerly called Cadbury Schweppes Americas Beverages, on May 5, 2008, it was spun off from Britain's Cadbury Schweppes, with trading in its shares starting on May 7, 2008.

Receivables Landscape

DPSG operates 22 manufacturing and bottling facilities and more than 100 warehouses and distribution centers across North America. With over 19000 employees, Rapid Continuous Improvement became part of DPSG culture, but made it difficult to impact outsourced processes. Stagnation was rampant in the A/R processes and variation was the enemy.

Company name

Dr Pepper Snapple Group Inc.

Headquarters

Texas, USA

Employees:

19,000

INDUSTRY

Food & Beverage

REGION

North America

REVENUE

\$11 Billion

PRODUCTS

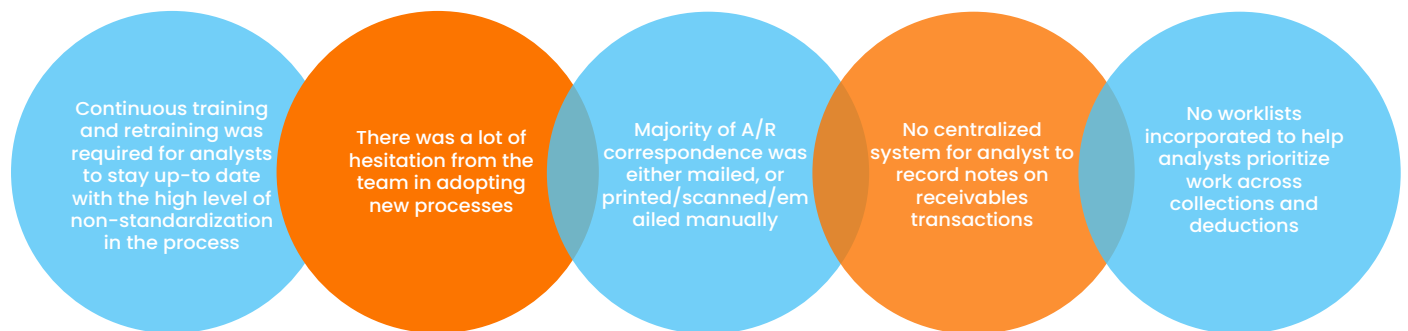
- Cash Application Cloud
- Collections Cloud
- Deductions Cloud

Benefits

- \$2.5 million reduction in annual finance service costs through automation
- 40% improvement in collector productivity
- 50% reallocation of FTEs to other processes

The financial services team at DPSG relied on 3rd party vendors, outsourcing their Collections, Cash Application and other A/R functions to control costs. This led to limitations such as restricted access and control. Moreover, outsourced contracts prevented shifting to other platforms or discontinuation of services prior to the contract period. A lack of metrics and statistics also made it difficult to track outsourced resource productivity causing inconsistencies across processes and creating complications for the A/R team. Only after insourcing receivables processes and leveraging technology was the team able to streamline A/R operations and achieve end-to-end process visibility.

Challenges



Business Value – Goals and Objectives

The biggest issue the teams faced was that they were strapped for time to cover all critical and important accounts. Hence, DPSG wanted a solution that could eliminate non value tasks through automation. They wanted a solution that could help them automate globally, with minimal need for constant revision and to be able to handle upgrades in the future without causing any hassles.

They required centralized infrastructure and most importantly, a way to cut down on draining manual tasks.

Results

With the automation solution in place, DPSG leveraged \$2.5 Million Annual Recurring Savings, and many other benefits in their departments such as –

Collections Management

- 50% reduction In FTE
- 88% reduction In No. of customers in Worklist
- 40% improvement In Collector Productivity

Cash Application

- 56% reduction In FTE
- 19% increase In Volume of Transactions (18k)
- 20% increase In Automated Processing Rate

Deductions Management

- 68% increase In Automation (6K cases)



About the Solutions

By leveraging technology to automate their processes, DPSG found the following functionality in using the HighRadius cloud solution:

Collections Management

Implementation of Collection Strategies: By deploying standard collection strategies across all collectors, the teams were able to connect with the right accounts in a timely manner.

Automated Correspondence: Automation of email and fax correspondences to less critical accounts significantly reduced the number of manual actions required by collectors, while reducing the size of their worklist.

Data based Customer Prioritization: Rich data based scoring of accounts helped collectors prioritize which accounts were important or at risk and which customers needed to be focused on.

Visual Metrics: Easily accessible reports and dashboards enabled team leads and managers to spot trends and take corrective actions faster.

Process Discipline: Applying a standardized protocol for different collection teams helped establish process discipline across operations.

Cash Application

They were able to save on time and resources lost in manual remittance aggregation, payment remittance linking and cash reconciliation by getting the incorporating:

Global Solution: Implementing a cloud based Artificial Intelligence solution helped automate cash application across geographies and business units.

Zero IT Involvement: With maximum functionality built out of the box, teams were able to avoid time consuming interactions with internal IT teams.

Future Ready: Ability to handle virtually all remittance and payment formats helped avoid any costs for future upgrades and software updates.

Deductions Management

With the implementation of HighRadius POD and Claims Accelerator, DPSG was able to help analysts focus on the research.

Auto Retrieval of Backup Documents: Ability to automatically pull claims and PODs from customer and carrier websites and email helped them save more than 30% of their analysts' time.

Auto Attachment of Backup Documents: Auto linking of the documents to the deductions helped analysts focus strictly on faster research and resolution.





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 as well as 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.

