

RADIANCE 2020

Order to Cash & Treasury

TRANSFORMATION UNCONFERENCE

February 5-7, 2020
Dallas, Texas

LIVE from
AT&T Stadium

Home of the Dallas Cowboys



[VIEW COMPLETE DAY-WISE AGENDA](#)



VIP-access Stadium Tours



Locker Room Sessions



On-field Parties & Keynotes



Dallas City Networking Dinners



"My favorite part of Radiance is that I get to network with global leaders in order to cash and discuss industry challenges. Period"

Carolyn Eress

Director of Accounts Receivable

EBSCO

Join 1,000+ Order-to-Cash and Treasury experts from leading organizations in your industry



DETAILED AGENDA

For Order-to-Cash Professionals

Best-Practices & Case Studies

- Credit & Collections
- Benchmarking & Analytics
- Shared Services
- International Trade & Payments
- Customer Experience
- Professional Development
- Mergers & Acquisition
- Compliance & Fraud Prevention
- Change Management
- Industry Trends

Tech & Innovation

- IR Transformation Case-Studies
- AI & Digital Assistants
- Digital Transformation
- Office of the CFO
- Credit & Collections Technologies
- Cash Application Automation
- Deductions Automation

For Treasury Professionals

Best Practices & Technology Transformation

- Artificial Intelligence & Treasury
- Case Studies
- Bank Reconciliation
- Cash Forecasting
- Cash Management
- FP&A
- FX & Risk Management
- Supply Chain Finance
- Planning & Implementation
- Professional Development

For Career Development

Credit, Collections and Deductions Training

- Credit Professionals
- Collection Professionals
- Credit & A/R Managers
- Deduction Analysts
- SAP Credit & Collection Courses
- ORACLE Credit & Collection Courses

For the CFO

- CFO Roundtables
- 1-on-1 Industry Analyst Interactions
- Exclusive Networking Dinners

For Senior Finance Executives

- Transformation Roadmap Development Workshop
- 1-on-1 Value Analysis & Benchmarking Sessions
- Industry Analyst Roundtable

The Radiance Experience

- Keynote sessions on the field
- Breakout sessions in the locker room
- Full access tour of the AT&T (Dallas Cowboys) Stadium
- On-field 'Kick, Pass, Punt' football practice sessions
- Dallas Sights & Sounds Industry Networking Dinners

Inspire Yourself

- Future of Corporate Banking & Lockbox
- Future of B2B Payments
- Future of BPM and Shared Services
- Future of Credit Management
- Founder's Keynote

Technology Showcase

- LIVE Product Demos
- HighRadius Product Roadmap
- Implementation Workshops
- Analytics Workshops
- AI Labs
- HighRadius Solution Training

Tuesday | Feb 4, 2020



Welcome Reception

12:30 pm – 9:30 pm

VIP Access Dallas Cowboys Stadium Tour

6:30 pm – 10:30 pm

Cocktails and Dinner on the Cowboys Field

Wednesday | Feb 5, 2020

Track Sessions



Treasury



Case Study



Training



Panel Discussion

Start	End	Session	Presented by	Description
8:00 AM	8:50 AM	Leveraging Technology to Drive Career Success in Treasury	Ernie Humphrey, CEO, Treasury Jobs	
8:10 AM	8:40 AM	Collections Cloud Technology Roadmap	Manish Raj, Associate VP Product, HighRadius	
8:10 AM	8:40 AM	Cash Application Cloud Technology Roadmap	Rahul Jandhyala, Group Product Manager, HighRadius	
8:45 AM	9:15 AM	Receivables Analytics Technology Roadmap	Ramana Rao Tamma, AVP Product Management, HighRadius	
8:45 AM	9:15 AM	Credit Cloud Technology Roadmap	Gurpreet Kharbanda, Sr. Product Manager, HighRadius	
9:00 AM	9:50 AM	Evolution of AR Forecasting Best Practices at Duracell: Case Study	Steven Wurst, O2C Leader, Duracell Ganadeep Rey Patolla, Business Systems Consultant and Project Manager, Duracell	In this session, Order to Cash leader Steven Wurst how the 4 stages of evolution which the receivables cash forecasting process at Duracell underwent, observing the challenges faced in each stage and how it overcame them using continuous improvement and technology.
9:20 AM	9:50 AM	Deductions Cloud Technology Roadmap	Vishal Kagde, AVP, Product Management, HighRadius	Challenge: 1) Reactive tracking of A/R frauds by the manual workforce
9:20 AM	9:55 AM	Reducing Payment and A/R Fraud Risk Exposure with Technology	George Uko, Manager of Credit & Collections, Staples	Key Takeaways: 1) Top A/R frauds to safeguard your organization against 2) Understanding the role of predictive analytics to reduce frauds in A/R
9:20 AM	9:55 AM	Achieving 95% Straight-Through Processing for 1 Million Payments with Integrated Receivables	Julie Weaver, VP, Treasury Services, Caliber Collision	Challenge: 1) An unoptimized cash application process results in losing out on the benefits of E-payments 2) Manual reconciliation of payments with remittances eats up 50%+ of the analyst's time Key Takeaways: 1) Learn how Caliber Collision saved 12 hrs per day in processing payments using IR 2) Learn how the elimination of transactional tasks, shifted A/R team's focus on strategic goals 3) Learn about some of the cross-department benefits of cash application at Caliber Collision

Start	End	Session	Presented by	Description
9:20 AM	9:55 AM	6 Essential Elements of a Credit & Collections Policy Framework	Marinko Marijolic, Director, Corporate Credit, Shurtech Brands	<p>Challenge: 1) Loopholes in the credit and collections process framework limiting their productivity</p> <p>Key Takeaways: 1) Designing your credit policy and collections strategies, by keeping them aligned 2) Tackling customers who are delinquent or are taking undue advantage of their position</p>
9:20 AM	9:55 AM	3 Strategic Levers Of O2C Digitization: People, Process And Technology	Anna Nowak, GBS Director, Order-To-Cash Process Excellence , Adidas	<p>Challenge: 1) Driving multiple initiatives simultaneously to realize the company's digital vision</p> <p>Key Takeaways: 1) Setting up a 5 step action plan for process improvement in order-to-cash 2) Working with the new workforce and evolving technologies of the digital age</p>
9:20 AM	9:55 AM	The Art of Frictionless Cross Border Receivables	Simon Pekarsky, Senior Vice President, Global Payments and Receivables Product Manager, Citi Kieran Brown, Channel Partner Manager, HighRadius	
9:20 AM	9:55 AM	10 Pressures On Finance Shared Services Today And How To Survive... Indeed Flourish	Susie West, Founder and CEO, SharedServicesLink	

9:20 AM
10:50 AM

Workshop

Credit & Collections Digital Transformation Workshop

Experts from Hackett help you create a useable first draft for your credit & collections transformation plan

Presenter

Bryan DeGraw, Associate Principal Analyst, The Hackett Group



Networking Break

9:55 am – 10:10 am

Multiple venues across the conference

T

10:10 AM 11:00 AM Understanding Treasury Technology Pitfalls and How to Avoid Them

Craig Jeffery, Managing Partner, Strategic Treasurer

Treasury departments are adopting new technological innovations to improve efficiencies and outcomes from various treasury functions but what are the important factors a treasurer as a decision maker should consider during their evaluation to ensure that they pick tech which meets their objectives and helps them realize its full potential.

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10:10 AM 10:45 AM How to Configure a Credit Model in SAP Credit Management

Anubhav Kandpal, Sr. Functional Consultant, HighRadius

U

10:10 AM 10:45 AM Collections Worklist 101 in SAP Collections Management

Gaurav Kataria, Sr. Functional Consultant, HighRadius

10:10 AM 10:45 AM

Setting up Reporting Dashboards: 4 Costly Errors by Your SAP Implementation Consultants You Wish You Knew Earlier

Krutarth Kosambi, Senior SAP Functional Analyst, PrimeSource

Challenge:

1) More than half of the senior finance executives are dissatisfied with their reporting dashboards

Key Takeaways:

- 1) Understand the requirements of a consultant to build an efficient dashboard for your business
- 2) Top 4 mistakes that you could avoid to reduce the extra cost of building your next dashboard

Start	End	Session	Presented by	Description
10:10 AM	10:45 AM	Working With Your Vendor For Successful Automation: Tips and Strategies From a Consultant	Roger Anderson, Principal Consultant, Optimize Consulting	<p>Challenge: 1) Lack of internal and/or vendor support needed for successful automation implementation</p> <p>Key Takeaways: 1) Engaging internal subject matter experts in your project plan: Why, When and How? 2) Tips on maintaining long term relationship with your vendor</p>
10:10 AM	10:45 AM	Ferrero' Guide To DSO Improvement With HighRadius	CM Nayak, Director, Sales Operations	<p>Challenges: 1) Standalone solutions is a reason for siloed O2C processes</p> <p>Key Takeaways: 1) How data aggregation could be automated with RPA to save 50% of the analyst's time 3) Achieving better results across the A/R department with an integrated technology landscape</p>
10:10 AM	10:45 AM	5 HID Global Recommended Dashboards For Credit and Collections Managers in 2020	Julie Stigler, Senior Credit and Collections Manager Wendy Lorfing, Credit Analyst	<p>Challenge: 1) Limited A/R reporting capabilities restricting A/R Manager's Productivity</p> <p>Key Takeaways: 1) The evolution of Analytics 2.0 and why every A/R Manager Needs It In 2020 2) Collections Dashboards HID Global uses today, and the scope for analytics in future</p>
10:10 AM	10:45 AM	EIPP Cloud Technology Roadmap	Deepanjan Chattopadhyay, Associate Vice President, Product Management	
10:10 AM	11:35 AM	Financial Statement Analysis for Credit Risk Professionals	Robert Shultz, Managing Partner, Quote to Cash Solutions LLC	In this session, understand how SAP Receivables Management (FSCM) Credit module could be leveraged to create a customer dashboard in order to perform credit reviews with all the critical information in one screen.
11:10 AM	11:40 AM	Treasury: Product Roadmap Session	Munish Balyan, VP Product Management	A detailed walkthrough of the product features, their benefits and the product roadmap for the future
10:55 AM	11:35 AM	How to Build The Perfect Customer Dashboard for SAP Credit Management	Anubhav Kandpal, Sr. Functional Consultant, HighRadius	In this session, understand how SAP Receivables Management (FSCM) Credit module could be leveraged to create a customer dashboard in order to perform credit reviews with all the critical information in one screen.
10:55 AM	11:35 AM	How to Set Up Collections Strategies in SAP Collections	Gaurav Kataria, Sr. Functional Consultant, HighRadius	In this session, learn how to configure collections strategies in SAP FSCM collections management module



10:55 AM
11:35 AM

Keynote Panel

Opportunities and Boundaries of AI in the Digital Transformation Age of Finance

Join leading Industry Analysts from Gartner, Forrester and The Hackett Group to get enlightened on how to invest in technology, information, people and business process to redefine the future of finance.

Panellists

- Tony Saldanha, Former VP of Procter & Gamble GBS and President, Transformant
- Greg Leiter, Sr. Director, Gartner
- Mike Gualtieri, VP, Principal Analyst, Forrester
- Bryan DeGraw, Associate Principal Analyst, The Hackett Group
- Kevin Permenter, Research Manager, Enterprise Applications, IDC



Lunch

11:35 am – 12:35 pm

Multiple venues across the conference

12:35 P.M.
1:15 P.M.



Founder's Keynote & Conference Kick-off Ubiquitous Intelligence: A Guide to the Next 10X Economy

Every major disruption creates a tectonic shift accompanied by opportunities for early-adopters to create a 10X impact. Learn about the HighRadius vision to enable it's family of employees, clients and partners to amplify their impact in the future.

Presenter | Sashi Narahari | CEO, HighRadius

Start	End	Session	Presented by	Description
T 1:25 PM	2:05 PM	The Future Of Digital Treasury	Russell Hoffman, Director, Market and Treasury Risks, KPMG Jeff Diorio, Director, Treasury Strategies Craig Jeffery, Managing Partner, Strategic Treasurers Ernie Humphrey, CEO, TreasuryWebinars	A panel of treasury experts get together to discuss the treasury transformation kickstarted by Artificial Intelligence across diverse treasury functions such as fraud management, investments and risk management, forecasting, etc. and how this radical shift the approach towards processes, technology and skills. Challenge: 1) Contributing to the executive's vision of a data and innovation-driven organization Key Takeaways: 1) ABinBev's vision of digital transformation being realized within their O2C team Insights for future from ABinBev's first-hand interaction with automation systems
C 1:25 PM	2:05 PM	Digital First: AB InBev's Digital Transformation Journey	Hana Biskova Digital Transformation Project Manager, AB InBev Maria Ulasova Digital Transformation Lead for finance and procurement, AB InBev	Challenge: 1) Lower AI deployment in the senior executive level job roles Key Takeaways: 1) Understanding the organizational hierarchy of the future workforce 2) Changing dynamics of buyer-supplier communication with humans+machines implementation
P 1:25 PM	2:05 PM	Humans + Machines: Changing Workforce and Job Responsibilities with AI	Marinko Marijolovic Director, Corporate Credit, Shurtech Lauren Kennedy Manager, Retailer Financial Services American Greetings Garfield Brown, Director of Credit and Collections, GlobalTranz	Challenge: 1) Creating specific success metrics to transform finance into a strategic business function Key Takeaways: 1) 6 business objectives that should be on the finance teams priority list for 2020 2) Designing KPIs that support these goals, and communicating them to the whole team
1:25 PM	2:05 PM	Order-To-Cash 2020: Focus Areas For Improvement, Metrics and Best Practices For Transformation	Saurabh Chopra, Director Business Process Management C2C Transformation, Honeywell	Key Takeaways: 1) Insight into digital maturity as the foundation for any digital transformation journey 2) How the digital trends empower the business to take a leading role in the change effort 3) What does the AR function of the future look like (supported by technologies such as ML and AI) and how to get there?
1:25 PM	2:05 PM	O2C Digital Maturity: How to Steer Your Organization Through the Digital Transformation	Andreea Popescu Senior Manager, Digital finance transformation, Ernst & Young (EU) Ellen Cnudde Senior Consultant Performance improvement, Finance Transformation, Ernst & Young (EU)	Challenge: 1) With corporate expansion, SSCs fail to comply with geographical challenges Key Takeaways: 1) Develop scalable models that lead to operational efficiency within minimal time 2) Focus on customer centricity without compromising on performance"
C 1:25 PM	2:05 AM	Danone's SSC Story: Moving Beyond Cost Savings	Jacob Whetstone, Director Credit and Accounts Receivable, Danone	
U 1:25 PM	2:05 PM	Advanced Credit Management Functionality in SAP S/4HANA	Steve Ruzicka, Senior Solutions Engineer, SAP	
U 1:25 PM	2:05 PM	How to Develop the 'Right' Set of Deduction Reason Codes for Your Company	Jessica Butler, Founder and Principal, Attain Consulting	
U 1:25 PM	2:05 PM	Capturing Information from Customer Calls in SAP Collections Management	Gaurav Kataria, Sr. Functional Consultant, HighRadius	



Networking Break

2:05 pm – 2:20 pm

Multiple venues across the conference

2:20 P.M.
3:00 P.M.

Keynote Panel

Transformation of the CFO into the Digital Pilot of Today's AI-augmented Finance Organization

Most CFOs are moving from being the chief accountant to strategic enabler and the CEO's key partner. This fire-side chat between Sashi Narahari (HighRadius CEO), Tiger Tyagarajan (Genpact), Michael van der Steen (adidas), and moderated by Greg Leiter (Gartner) will see them discussing how artificial intelligence is changing the CFO narrative in predicting business risks and business optimization

Presenter

Sashi Narahari, Founder & CEO, HighRadius
Tiger Tyagarajan President and CEO, Genpact
Michael Van Der Steen, VP, Global Order To Cash

Moderator

Greg Leiter, Sr. Director, Gartner

Start	End	Session	Presented by	Description
3:10 PM	4:10 PM	Credit Policy Tools to Transform Credit into a Pro-Sales Department	Robert Shultz, Managing Partner, Quote to Cash Solutions LLC	
3:10 PM	4:10 PM	Negotiation Skills For Finance Professionals	Jessica Butler, Founder and Principal, Attain Consulting	
3:10 PM	4:00 PM	An Entertaining Outlook of The Macro-economy	Scott Colbert, VP & Chief Economist, Commerce Trust Company	Negative rates are a reality in several developed markets across the world but is it possible in the US? Join Scott Colbert, Chief economist of The Commerce Trust company as he speaks on the forces which have driven US rates to historical lows, their nature (cyclic vs secular) and the positive or negative implications they have on member companies.
3:10 PM	3:50 PM	Evolution of Chatbots in Finance	Camila Durante, Credit and Collections Coordinator, L'Oreal	Challenge: 1) Analysts or customers, whom should my chatbots cater to? Key Takeaways: 1) Practical examples of implementing chatbots in O2C 2) How to redesign the future of chatbots with AI and Machine Learning
3:10 PM	3:50 PM	How to Be a Good Boss: Tips to Groom Your Organization's Next-Gen Leaders	Elaine Nowak, Director of Product Management and Marketing, HighRadius	Challenges: 1) Higher employee attrition rates due to poor work-life balance & stress management Key Takeaways: 1) Grooming the next generation leaders: A proactive leader's guide 2) The architecture of a perfect boss: a scorecard to your leadership skills"
3:10 PM	3:50 PM	The Credit Approval Workflow in SAP Credit Management	Anubhav Kandpal, Sr. Functional Consultant, HighRadius	
3:10 PM	3:50 PM	Streamlining Deductions and Dispute Management in SAP	Manu Narayanan, Sr. Functional Consultant, HighRadius	



On-field Party & Kick-Pass-Punt Practice Radiance Signature Theme Party

Experience the Dallas Cowboys stadium like never before. Party on the field with a live band and an exciting football experience.

6:00 pm – 10:00 pm

8:50
A.M.
9:30
A.M.

Keynote Panel

Macro-Economic Trends and Opportunities for The Credit Department

In this panel join D&B, Experian, Creditsafe, CreditRiskMonitor and InfoGroup as they discuss credit strategy, account management, fraud prevention and technology adoption in backdrop of trade wars, risk of recession and other macroeconomic trends.

Presenter

- Christopher Rios, VP Finance Solutions, D&B
- Dan Meder, VP Solutions Consulting, Experian
- Mike Flum, COO & SVP, CreditRiskMonitor
- Dustin Luther, Head Of Marketing, Creditsafe
- Eric Kider, SVP/General Manager, Infogroup

Track Sessions

- T** Treasury
- C** Case Study
- U** Training
- P** Panel Discussion

Start	End	Session	Presented by	Description
8:50 AM	9:30 AM	Beyond Working Capital Management – Cash Conversion Cycle Optimization	Jeff Diori, Director, Treasury Strategies	While the traditional working capital focus on DSO, DPO and DIO benefits the balance sheet, a cash conversion cycle optimization approach incorporates reduction of all costs associated with the processing of transactions inherent in working capital management. This session will describe how to design a data-driven collections and disbursements strategy that will enhance working capital metrics while also lowering processing costs
9:40 AM	10:10 AM	3-Ways to Improve Collections Effectiveness with Customer Data	Paul Watters, Director, Worldwide Credit and Treasury, Mercury Marine	<p>Challenge:</p> <p>1) Sub-optimal decision making with respect to working capital allocation and long-term funding</p> <p>Key Takeaways:</p> <p>1) Understand how traditional cash forecasting is done using complex excel formulas</p> <p>2) Discover how AI transforms a treasurer's workday and how it empowers decision making</p>
9:40 AM	10:10 AM	Better Working Capital Management with Receivables Financing and Factoring	Aditya Menon, CEO, Tallyx Ravi Akula, BNP Paribas Abhijit Prasad, Managing Director & Chief Product Officer, Greensill Chuck Shultz, Chief Strategy Officer, CMA	In this panel, join BNP Paribas, CMA and Greensill as they discuss how latest innovations in A/R financing and how they could help treasury and A/R teams with better working capital management while also reducing credit risk
9:40 AM	10:10 AM	86% Straight-Through Processing for Checks: Automation Success Story of Lhoist	James Robinson, Treasurer, Lhoist North America Alicia Geades, Credit Manager, Lhoist North America Bernardo Aguilar, AP/AR Manager, Lhoist North America	<p>Challenge:</p> <p>1) Slow cash application gradually killing analyst productivity</p> <p>Key Takeaways:</p> <p>1) Lhoist's cheat sheet for vendor selection in cash application automation</p> <p>2) Top 6 implications of slow cash posting on business processes</p>
9:40 AM	10:10 AM	Up to 77,000+ Claims Auto-Aggregated: How Mattel Switched to an Automated Mode using AI-Enabled Deductions	Tracy Falkowski, Financial Associate, Mattel	<p>Challenge:</p> <p>1) Loss in productivity due to the huge number of trade deductions from Kroger</p> <p>Key Takeaway:</p> <p>1) Understand how Hershey's automated deduction resolution process helped them reduce write-offs</p> <p>2) Learn about the future of deductions in the age of Artificial Intelligence"</p>
9:40 AM	10:10 AM	Switching to Automation: Hershey's Kroger's Deductions Automatic Resolution Story	Lisa Maloy, Manager of Deduction Team for US and Canada Angela Stewart, Manager of Deduction Team for US and Canada	<p>Challenge:</p> <p>1) Picking out the right solution, technology vendor etc. while automating your A/R</p> <p>2) Legacy systems act as a roadblock for finance leaders in driving strategic business goals</p> <p>Key Takeaways:</p> <p>1) Step-by-step guide to make the right choices at different stages of A/R automation</p> <p>2) Designing your project implementation roadmap? Here's what you should do.</p> <p>3) Looking for the best-in-breed cloud solution? Here are the top parameters to look for.</p>
9:35 AM	10:10 AM	How Can Artificial Intelligence Fuel Your Cash Forecasting Accuracy: Case Study On DistributionNow	Narender Nimmagadda, Director, Product Management, DistributionNOW Shilpa Baranawal, Solution Engineering, Banking and Other Channels, DistributionNOW	<p>Challenge:</p> <p>1) Picking out the right solution, technology vendor etc. while automating your A/R</p> <p>2) Legacy systems act as a roadblock for finance leaders in driving strategic business goals</p> <p>Key Takeaways:</p> <p>1) Step-by-step guide to make the right choices at different stages of A/R automation</p> <p>2) Designing your project implementation roadmap? Here's what you should do.</p> <p>3) Looking for the best-in-breed cloud solution? Here are the top parameters to look for.</p>
9:40 AM	10:10 AM	2020 Order-To-Cash Tech Stack: 5 Critical Choices You Need to Make	Gregory Ottalagano, Manager, AR and Credit, Church & Dwight Moustapha Ould Ibn Mogdad Market Focal Point Manager, GBFS Canada - OTC, Bristol-Myers Squibb	<p>Challenge:</p> <p>1) Picking out the right solution, technology vendor etc. while automating your A/R</p> <p>2) Legacy systems act as a roadblock for finance leaders in driving strategic business goals</p> <p>Key Takeaways:</p> <p>1) Step-by-step guide to make the right choices at different stages of A/R automation</p> <p>2) Designing your project implementation roadmap? Here's what you should do.</p> <p>3) Looking for the best-in-breed cloud solution? Here are the top parameters to look for.</p>

9:40 AM	10:10 AM	How to Effectively Manage Liquidity in an Asset-Based Financing Process	Jeff Martini, Chief Financial Officer, Tri-Point Oil & Gas Production Systems	<p>Challenge:</p> <p>1) Difficulty in predicting your A/R & inventory to ensure a stable borrowing</p> <p>Key Takeaways:</p> <p>1) Understanding the data parameters required to build a tool for predicting assets</p> <p>2) A live walk-through of the borrowing base model across the stages of order maturity</p>
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Networking Break

10:10 am – 10:25 am Multiple venues across the conference

Start	End	Session	Presented by	Description
10:25 AM	11:35 AM	Credit Today Benchmarking on Policy, KPIs and SOPs	Dave Schmidt, Consultant, Credit Today	
10:25 AM	11:35 AM	Building a Deductions Dashboard for Senior Management	Jessica Butler, Founder and Principal, Attain Consulting	

10:25 AM	10:55 AM	Bayer: Insights from the Journey of Global Cash Application transformation	Maria Luisa Manca, GPO Accounts Receivable, Bayer Martin Doran, A/R Process Manager, Bayer	<p>Challenge:</p> <p>1) Implementation of global cash app solution across 60+ countries within a short timeline</p> <p>Key Takeaways:</p> <p>1) Importance of a standard process before project implementation</p> <p>2) Implementation Approach: Big Bang vs Staggered"</p>
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10:20 AM	11:10 AM	The Do's & Don'ts Of Cash Forecasting	Steven Player, CEO & Owner, The Player Group	Steve Player, Owner of the Player group would be highlighting the commons mistakes which corporate treasuries commit when they forecast cash and the best practices which they must employ to improve the process
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10:25 AM	10:55 AM	Reporting and Analytics Fundamentals in SAP S/4HANA	Steve Ruzicka, Senior Solutions Engineer, SAP	
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10:25 AM	10:55 AM	Accountant to Customer Service Representative: 5 Things You Are Doing Wrong	Lawrence Caroll, A/R Shared Services Manager, Martin Marietta	<p>Challenge:</p> <p>1) No proper knowledge transfer between teams to chalk-out next steps</p> <p>Key Takeaways:</p> <p>1) Establish proper workflows between credit and collections to improve customer service</p> <p>2) Implement customer-first training plan to offer standardized customer experience and reduce churn</p>
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10:25 AM	10:55 AM	5 Things Every B2B Customer-Facing Team Leader Needs To Know	Mike Thelen, Director, Customer Financial Services, Land O' Lakes	<p>Challenge:</p> <p>1) Customer-service in A/R is not evolving at the same pace as customer expectations</p> <p>Key Takeaways:</p> <p>1) Hiring and nurturing the right talent for customer-facing A/R job roles</p> <p>2) Executive's guide to make their teams deliver despite challenging consumer demands</p>
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10:25 AM	10:55 AM	Driving E-Adoption For Billing and Payments : An American Greetings Success Story	Lauren Kennedy, Senior Manager, Retailer Financial Services, American Greetings	<p>Challenge:</p> <p>1) Time-taking paper-based invoicing with high inflow of billing related requests from customers</p> <p>Key Takeaways:</p> <p>1) American Greetings success story with HighRadius EIPP Cloud</p> <p>2) Best practices for onboarding customers on an electronic billing and payments platform</p>
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11:05 AM	11:35 AM	Customer-Centric Digital Transformation: Zurich's Digital Initiatives for 2020 & Ahead	Tisha Clausell, Vendor Performance Manager, Zurich Insurance Gail Mengeling, AVP, Finance Operations, North America, Zurich Insurance	<p>Challenge:</p> <p>1) Additional bank & resource-related expenses due to manual cash posting</p> <p>Key Takeaways:</p> <p>1) Understanding the customer-led digital transformation initiatives at Zurich</p> <p>2) Cash application automation at Zurich: a success story</p>
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11:05 AM	12:05 PM	Bank of America Client Panel Discussion	Timothy Reed, Director, Sr. Treasury Product Sales Specialist, Bank of America Stephanie Gard, A/R Manager, Hyland Software Cody Christensen, Credit and A/R Supervisor, Waxies Enterprises Tim Ternus, Director, Global Business Services, Conagra	
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Start	End	Session	Presented by	Description
C 11:05 AM	11:35 AM	Data Standardization and Visibility Across Global BUs with Automation	Alisha Gandbhir, Global Process Order-To-Cash Manager, Bose	<p>Challenge: 1) Disintegrated order-to-cash systems hindering visibility across multiple geographies</p> <p>Key Takeaways: 1) Ensuring better internal and external user experience with A/R automation 2) Simplifying the global O2C technology landscape with HRC Integrated Receivables</p>
11:05 AM	11:35 AM	Driving Value and Best Practices with Accepting Credit Cards	Griff Dudley, Director, B2B Client Management, American Express	
T 11:20 AM	12:10 PM	Automation Guide for Treasurers: Challenge and Expected Benefits with AI: Case Study	Paul Watters, Director, Worldwide credit and Treasury, Mercury Marine	<p>Challenge: 1) Sub-optimal decision making with respect to working capital allocation and long-term funding</p> <p>Key Takeaways: 1) Understand how traditional cash forecasting is done using complex excel formulas 2) Discover how AI transforms a treasurer's workday and how it empowers decision making</p>
C 11:05 AM	11:35 AM	Outsourcing, Shared Services Or GBS: What Would Work for Your Business	Anna Nowak, GBS Director, Order-to-Cash Process Excellence, Adidas	<p>Challenge: 1) Choosing between outsourcing, SSCs and GBS based on your internal constraints</p> <p>Key Takeaways: 1) GBS vs. Outsourcing Vs. Shared Services: An objective comparison 2) Determining the right execution strategy based on your global business objectives</p>
11:05 AM	11:35 AM	20% Reduction in Bad Debt: Staples' Collections Automation Journey with AI	George Uko, Manager of Credit & Collections, Staples	<p>Challenge: 1) Paper-based aging analysis & collections: past dues up to 1000+ days</p> <p>Key Takeaways: 1) How Staples reduced DSO by 6 days through AI-enabled collections 2) How critical accounts are auto-transferred to 3rd party collection agencies</p>
11:05 AM	11:35 AM	Are You Interpreting DSO Correctly? Tips to Leverage DSO to Fasttrack Collections	James Robinson, Treasurer, Lhoist North America Alicia Geades, Credit Manager, Lhoist North America Bernardo Aguilar, AP/AR Manager, Lhoist North America	<p>Challenge: 1) Zero visibility into collection strategies, KPIs to monitor receivables health</p> <p>Key Takeaways: 1) Real-life instances of how organizations misinterpret DSO 2) How Lhoist achieved 5X collector's productivity through automation</p>
11:45 AM	12:20 PM	Deductions 2020: A Tech-driven Approach to Resolve F&B Deductions Faster	Jacob Whetstone, Director, Credit and A/R, Danone	<p>Challenge: 1) Customer deductions drastically impact the cost of doing business 2) Resolving deductions manually sidetrack analysts from performing strategic activities</p> <p>Key Takeaways: 1) Shift to a digital-first deductions resolution approach through progressive hiring 2) Evolve role of transaction-oriented deduction clerks to strategic business analysts with Artificial Intelligence 3) Improve collaboration across teams for prompt resolution</p>
11:45 AM	12:20 PM	Expectations & Conflict Management For A/R Managers	Amy Hoffman, A/R Coach, Johnsonville	<p>Challenge: 1) Managing relationships with multiple internal and external stakeholders as an A/R Coach</p> <p>Key Takeaways: 1) Staying involved in the channels of communication across the organizational hierarchy 2) Internal and External Conflicts in order-to-cash, and how to tackle them</p>
C 11:45 AM	12:20 PM	Global Payments Landscape: Credit Card Surcharges, Cross Border Payment Options and Challenge	Camila Durante, Corporate Credit And Collections Coordinator Elizabeth Chamorro, Senior Manager, International Credit and Accounts Receivable Mariana R Costa, FP&A Coordinator	<p>Challenge: 1) Receiving money internationally is a complicated & slow process.</p> <p>Key Takeaways: 1) Learn about the trends which have given rise to the increase in cross border payments 2) Understanding the payment risks faced by suppliers in the international market 3) Gain insights about the advantages of accepting credit card payments from across the globe"</p>
C 11:45 AM	12:20 PM	Improving Collectors' Productivity by 90%, Cash Forecasting and Reporting with AI	Tony Hiatt, Global Credit Manager, Ivanti	<p>Challenge: 1) Lack of executive drill down on process-level data due to manual reporting</p> <p>Key Takeaways: 1) Boosting employee satisfaction rates through a digital reporting framework 2) Leveraging AI-driven insights for accurate cash forecasting at invoice-level</p>

Start	End	Session	Presented by	Description
11:45 AM	12:20 PM	The Past, Present and The Future Of Trade Deductions Automation: Lessons For A/R Industry Leaders	Kimberly Erickson , Founder/Principal Consultant, Optimize Consulting	<p>Challenge: 1) Inability to understand the right approach to counter trade deductions with automation</p> <p>Key Takeaways: 1) Understanding the current automation features available for trade promotion settlement 2) The Vision for what trade promotion management could be transformed into by 2020</p>
11:45 AM	12:20 PM	Analyze This: Unleashing the Most Out of Integrated Receivables with Integrated Analytics	Steve Strong, Global Head of B2B Finance Operations & Order to Cash, Uber Jay Madduru, Manager of Fintech Products, Uber	<p>Challenge: 1) Traditional reporting processes to capture integrated view of different O2C sessions</p> <p>Key Takeaways: 1) Develop use cases for a single, integrated view of all sub-processes to monitor metrics such as customer health, cost of doing business 2) Drill-down to granular metrics to drive proactive course correction</p>
11:45 AM	12:20 PM	BI Software: Comparing and Contrasting Microsoft Power BI, SAP and Tableau	Gopal Krishnamurthy, CEO, Visual BI	



Lunch

12:20 pm – 1:30 pm Multiple venues across the conference



1:30 P.M.
1:10 P.M.

Keynote Panel

Banks 2020: Partnering with Treasury & Receivables Leaders for Digital Transformation

Keynote panel discussion led by America's largest banks and payment service providers including Nacha, Citi and Bank of America.

Presenter

Rodney Gardner, Bank Of America
Preeti Chaturvedi, Citi
Aaron Bach, VP, Commerce Bank
Eileen Dignen, Head of Product Strategy, PNC



2:20 PM	3:20 PM	Effective Credit Management: The Credit Manager's Role in "Time-to-Cash"	Robert Shultz, Managing Partner, Quote to Cash Solutions LLC	
2:20 PM	3:20 PM	Legal Workshop on Bankruptcy, Tariffs, Customer Data Privacy and Surcharge	Scott Blakeley Esq, Partner, Blakeley LLP	
2:20 PM	3:00 PM	How Compass Group achieved 85% Autocash using HighRadius	Karen Miller, Director, Treasury Erica Peters, Sr. AR Supervisor Peter McElearney, Product Manager Christie Mosley, A/R Systems Analyst	<p>Challenge: 1) 55% Business Growth leading to complexity of Business, Customer Master Integrity and missing remittances</p> <p>Key Takeaways: 1) Learn how Compass Group achieved 85% Autocash rate, Improved SLA's, Enhanced Role Alignment and Increased Application Productivity using HighRadius solutions 2) Understand the top 3 key strategies to fast-track your implementation process "</p>
2:20 PM	3:00 PM	Intelligent Automation For Customer-Centric O2C : Lessons From Shurtech And Yaskawa	Elizabeth Chamorro, Senior Manager, International Credit and Accounts, Yaskawa Marinko Marijalovic, Director, Corporate Credit, Shurtech Brands	<p>Challenge: 1) A/R teams lacking the customer-first approach end up driving your customers away</p> <p>Key Takeaways: 1) Shurtech's guide to align internal teams and processes to achieve the customer satisfaction objectives 2) How Yaskawa leveraged order-to-cash automation for better end-user experience</p>
2:20 PM	3:00 PM	Improving Overall A/R Efficiency with Digital Transformation of Credit, Collections and Cash Posting	Beth Petrey, Assistant Director of Credit, Summit Electric	<p>Challenge: 1) Handling risk of doing business with contractors and maintaining job sheets</p> <p>Key Takeaways: 1) Creating customized credit applications 2) Eradicate the traditional Account Prioritization techniques for faster Collections to prevent Aging 3) Improve Cash Flow and Reduce DSO by implementing an Automated Cash Application Process</p>
2:20 PM	3:10 PM	My Expectations From The AI-Powered Cash Forecasting Solution	Jeff Martini, Chief Financial Officer, Tri-Point Oil & Gas Production Systems	

Start	End	Session	Presented by	Description
2:20 PM	3:00 PM	Benchmarking and Improving your Order-to-Cash Process	Rachele Collins, Principal Research Lead-Financial Management, APQC Mellissa Creppel, PCF Product Manager, APQC	Challenge: 1) What are the key benchmarks for order-to-cash, and which practices drive top performance? Key Takeaways: 1) Gain insights from APQC's research on different A/R process across industries 2) Learn the perfect strategy to enhance your end-to-end process of your organization with key drivers of performance
2:20 PM	3:00 PM	O2C Digital Transformation Guide: Benchmarking, Vendor Evaluation and Process Assessment Best Practices	Ganadeep Rey Patlolla, Business Systems Consultant & Program Manager (PMP), Duracell Tony Hiatt, Global Credit Manager, Ivanti Saurabh Chopra, Director Business Process Management C2C Transformation, Honeywell	Challenge: 1)How to transform to compete in a digital economy? Key Takeaways : 1) Understanding the digital transformation strategy 2) Best Practices to keep in mind while benchmarking your processes 3) Laying out the correct framework for evaluating your next technology vendor
2:20 PM	3:00 PM	Guide To Tackle Failure at Different Stages of Order-To-Cash Automation	Alisha Gandbhir, Global Process Order-To-Cash Manager, Bose	Challenge: 1) Identifying O2C automation roadblocks and devise proactive strategies to address them Key Takeaways: 1) Before, During and Post Automation: What could go wrong and how to plan for it? 2) FAQ responses and best practices for your order-to-cash implementation projects
2:20 PM	3:00 PM	Amazon Deductions: Understanding them Better and Identifying Resolution Patterns	Jessica Butler, Founder and Principal, Attain Consulting	



Networking Break

3:00 pm – 3:25 pm

Multiple venues across the conference

3:25 PM	4:45 PM	Advanced Credit Modeling with Regression Algorithms	Dr. Vernon Gerety, Founder and CEO, VGAdvisors	
3:25 PM	4:35 PM	Understanding SAP BI Capabilities through Live Demos of Credit, A/R and Collections Reports	Arun Varadarajan, Director, CoE, Visual BI	
3:25 PM	3:55 PM	Achieving Best-In-Class Deductions Metrics With A/R Automation: The Johnsonville Way	Joy Krugel, Credit Manager, Johnsonville	Challenge: 1) Achieving the optimized state of order-to-cash in a digitally-led, global business Key Takeaways: 1) How HighRadius cloud solutions aided Johnsonville in working with the big-box retailers 2) 5 focus areas to optimize order-to-cash in the coming year, beyond first-level automation
3:25 PM	3:55 PM	2020 CPG Agenda: Experts Panel On Top 5 Focus Areas For Dispute Resolution	Mike Thelen, Director, Customer Financial Services Kimberly Erickson, Founder/Principal Consultant Roger Anderson, Principal Consultant Jacob Whetstone, Director Credit and Accounts Receivable	Challenge: 1) High volume of invalid deductions with limited automation capabilities for CPG companies Key Takeaways: 1) Trend analysis to understand recent changes in CPG deduction patterns and customer behaviour 2) CPG Deductions Agenda : 5 things that would prove to be a game changer in 2020
3:25 PM	3:55 PM	GE's Vision For Evolution of Analytics In Order-To-Cash	Sahil Vijay, Senior Product Manager, ERP Cash Collections and A/R Reporting Lead, General Electric	Challenge: 1) Inability to understand the role and need for A/R analytics evolution Key Takeaways: 2) Analytics as the beginning point of your automation journey: Why is it important 2) Dynamic Analytics: How A/R reporting dashboards should evolve in 2020"
3:25 PM	4:05 PM	Digital Treasury: Technology Innovations & Opportunities	Julie Weaver, VP - Treasury, Caliber Collision	Julie Weaver, VP-Treasury of Caliber Collision speaks on this session about how Treasurers can develop a toolkit for successful digital transformation of their treasury function starting from finding the right tools to handling the team's transition to adopt these new technologies.

Start	End	Session	Presented by	Description
3:25 PM	3:55 PM	The Subtle Art of Inter-Teams Collaboration in A/R	George Uko, Manager of Credit & Collections, Staples Barbara Carpenter, Senior Manager, Customer Financial Services, Danone Laura Garcia, Manager, Customer Financial Services, Danone	Challenge: 1) Instances of missed business opportunities due to lack of inter-team collaboration Key Takeaways: 1) Understanding the various personas who interact with a credit manager 2) Culture or technology? The answer to resolving lack of inter-team collaboration "
3:25 PM	3:55 PM	How to Get ROI Out of Credit Groups	Chuck Schultz, Senior Vice President, Business Development, Credit Management Association	
3:25 PM	3:55 PM	Insourcing vs Outsourcing Collections: The Choice Between Profitability and Customer Experience	Tisha Clausell, Vendor Performance Manager, Zurich Insurance Gail Mengeling, AVP, Finance Operations, North America, Zurich Insurance	Challenge: 1) Inability to select between customer experience and profitability Key Takeaways: 1) 4 parameters to choose between inhouse and outsourced collections
4:05 PM	4:35 PM	The Credit Manager's Guide to Unlocking Strategic Insights with Data and AI	Diana Crowe, Regional Director, NACM Southwest	
4:05 PM	4:35 PM	Credit Strategies to Minimize Risks And Maximize Profitability: Lessons from Global Credit Leaders	Gregory Ottalagano, Manager, AR and Credit, Church & Dwight Paul Watters, Director, Worldwide Credit and Treasury, Mercury Marine Jason Herrington, Vice President of AR, Credit & Collections - Shared Services, Employbridge Beth Petrey, Assistant Director of Credit, Summit Electric	Challenge: 1) Enabling the credit department to evolve into a strategic business contributor today Key Takeaways: 1) Credit professional's guide to balance risk exposure against profitability goals 2) Your action plan to lead credit teams in 2020: Best practices from industry experts
4:05 PM	4:35 PM	"What Glass Ceiling?" A Guide for Women Leaders	Andreea Popescu, Senior Manager, Digital Finance Transformation, Ernst & Young (EU) Ellen Cnudde, Senior Consultant, Performance Improvement and Finance Transformation, Ernst & Young (EU)	Challenge: 1) Struggling with stereotypes: inhibitions while getting promoted to the big league Key Takeaways: 1) Testimonies of breaking through the glass ceiling: straight from the horses' mouth 2) Checklist to promote career growth for women leaders
4:15 PM	4:55 PM	Risk 101 - A primer to risk management and hedging across interest rates and FX	Carissa Burns, Director, Client Relationship Manager, Chatham Financial Siddharth Basu, Director, Treasury Advisory, Chatham Financial	A beginner level introduction to measuring and hedging risk.
4:05 PM	4:35 PM	Business Process Standardization: Let's Stop Reinventing the Wheel Every time	Sari Stagg, Business Process Manager, Danone	Challenge: 1) Inorganic business growth through M&As result in operational silos Key Takeaways: 1) Integrate master data during M&As 2) Modern Skill Set Required for Customer Facing O2C Roles
4:05 PM	4:35 PM	Customer Profitability: Hidden A/R Costs That Eat Away Your Bottom-Line and How to Avoid Them	Tim Walker, Financial Project Systems Manager, Brightstar	Challenge: 1) Companies fail to measure the "true cost" of managing the A/R Key Takeaways: 1) Proactively reduce deduction write-offs with root-cause analysis for faster resolution 2) Improve working capital and lower borrowing costs by streamlining collections
4:05 PM	4:35 PM	Sanofi's Transformation Journey: Global Cash Application roll out in 28 countries	Laurent Gueritaine, Global Process Owner Customer Invoicing to Cash, O2C Educational Session by Sanofi	Challenge: 1) Transformation of Customer Invoicing to Cash: An exhaustive review of the end to end process Key Takeaways: 1) Learn how Sanofi eliminated 50% of its workload through HighRadius Cash Application module 2) Learn how Sanofi completed a global implementation project meeting all respected timelines and budget just within 1.5 years
4:05 PM	4:35 PM	Macroeconomic Fluctuations & Global Credit Risk Policy	Moustapha Ould Ibn Mogdad, Market Focal Point Manager, GBFS Canada - OTC, Bristol-Myers Squibb	Challenge: 1) Current projections show a 55 percent chance of a recession in the second half of 2020 Key Takeaways: 1) Managing credit risk under the top 6 macro-economic scenarios 2) Using technology for real-time visibility across the business to monitor credit risks 3) Four key strategic levers for credit leaders to getting their credit policy right



Dallas Sights & Sounds | Networking Dinners

6:00 Pm – 10:00 pm

End of Day 2

Friday | Feb 7, 2020

- T Treasury
- C Case Study
- Training
- Panel Discussion

Start	End	Session	Presented by	Description
C 9:00 AM	9:35 AM	Reducing Unidentified Deductions from 100% to 15%: Intelligent Automation at Church & Dwight	Gregory Ottalagano, Manager, AR and Credit, Church & Dwight	<p>Challenge: 1) High volume of invoices to be closed daily with 15 FTEs for deduction coding</p> <p>Key Takeaways: 1) Leveraging HighRadius cloud solutions for freeing up as much as 16 man hours a day 2) Maximizing the ROI on A/R automation and doing the right service to your company</p>
T 9:00 AM	9:50 AM	Avoiding the Consequence of Inaccurate Forecasting: Visibility, Collaboration & AI	Jamie Munnik, Assistant Controller, Johnsonville Ernie Humphrey, CEO, Treasury Jobs	Jamie Munnik of Johnsonville addresses the implications of an inaccurate cash forecast on the budgeting process and what are the far-reaching consequences this would have on organizational growth, investments, fundings decisions.
9:00 AM	9:35 AM	Domestic Credit Policy Blind Spots & International Trade Risk	Elizabeth Chamorro, Senior Manager, International Credit and Accounts, Yaskawa	<p>Challenge: 1) Getting into international trade without correct policies exposes you to multiple credits risks</p> <p>Key Takeaways: 1) Learn why is your domestic credit policy not fit for handling international customers 2) Five must-have in your credit policy, expert's choice</p>
 9:00 AM	9:35 AM	Let's Talk SSC: Evolving Role of GPOs and Process Improvement Best Practices	Alisha Gandbhir, Global Process Order-To-Cash Manager, Bose Moustapha Ould Ibn Mogdad, Market Focal Point Manager, GBFS Canada - OTC, Bristol-Myers Squibb Steve Strong, Global Head of B2B Finance Operations & Order to Cash, Uber Jay Madduru, Manager of FinTech Products, Uber	<p>Challenge: 1) Inability to achieve operational visibility across global SSCs</p> <p>Key Takeaways: 1) Imagining the role of a GPO in 2040 2) Understanding which SSC model is the best-fit for your organization</p>
9:00 AM	9:35 AM	Industry Leaders' Guide to Mitigating Customer Bankruptcy Risk Exposure	Jacob Whetstone, Director Credit and Accounts Receivable, Danone	<p>Challenge: 1) As early indicators of recession, many companies are falling prey to bankruptcies</p> <p>Key Takeaways: 1) Learn how a credit scoring model based on AI could help you predict the risk of bankruptcy 2) Weigh out risk objectively while onboarding new customers</p>
C 9:00 AM	9:35 AM	Benchmarking, Project Planning, and Performance Tracking for Centralized Operations	Krutarth Kosambi, Senior SAP Functional Analyst, Primesource	<p>Challenge: 1) Low collection efficiency because of disorganized team structure and highly manual process 2) Lack of collaboration between analysts and upper management to resolve disputes timely</p> <p>Key Takeaways: 1) Learn how prioritized worklist helped Primesource to create collection strategies 2) Understanding the importance of analytics to reduce the number of disputes created 3) Learn how Primesource improved their analyst's efficiency with centralized operations</p>

Start	End	Session	Presented by	Description
9:00 AM	9:35 AM	Retail Deductions Management for Dummies	Tim Walker, Financial project Systems Manager, Brightstar	<p>Challenge 1) Most senior executives believe deductions are more significant risks than bad debts</p> <p>Key Takeaways 1) Key factors that contribute to the challenges in handling retail returns deductions 2) Witness the perfect strategy to achieve zero auto write-offs 3) Learn how Brightstar achieved 65% reduction in FTE's in the A/R team size along with lesser deductions</p>
9:40 AM	10:30 AM	Dancing together: How Treasury can build a great partnership with its Technology vendors!	Tracey Knight, Director (Sales), HighRadius	
9:45 AM	10:20 AM	Roadmap for ERP Data Migration: Ensuring Customer and End-User Satisfaction	Barbara Carpenter, Senior Manager - Customer Financial Services, Danone Laura Garcia, Manager- Customer Financial Services, Danone	<p>Challenge: Maintain data integrity without compromising on business outcomes</p> <p>Key Takeaways: 1) Top mistakes to avoid while handling data migration during ERP implementation 2) Employ strategies that are necessary to improve end-user satisfaction"</p>
9:45 AM	10:20 AM	Continuous Auditing & Continuous Monitoring in O2C: From Idea to Implementation Using Technology	Mariana R Costa, FP&A Coordinator, Syngenta	<p>Challenge: 1) Understanding the pain-points related to manual auditing</p> <p>Key Takeaways: 1) Practical use cases of Continuous Auditing & Continuous Monitoring in O2C landscape 2) Potential roadblocks in the adoption of Continuous Auditing & Continuous Monitoring</p>
9:45 AM	10:20 AM	AI-Driven O2C Transformation: 76% Efficiency Gain in Average Days to Resolve Deductions	Steven Wurst, O2C Leader, Duracell Ganadeep Rey Patlolla, Business Systems Consultant & Program Manager (PMP), Duracell	<p>Challenge: 1) Manual identification & validation of high volume of disputes</p> <p>Key Takeaways: 1) Integrated O2C process: how the A/R modules interact with each other 2) Freedom from delays: how to achieve same-day cash posting using AI</p>



10:35
A.M.
11:15
A.M.

Keynote Panel Simplifying the Payments Processes

Join experts from PNC, NACHA, MasterCard and WEX as they discuss the latest trends in simplifying global B2B payments

Presenter

Eileen Dignen, Head of Product Strategy, PNC
Jane Larimer, President and CEO, NACHA
Katherine McClure, Partner Development, PPRO

Conference closes

'To-go' lunch will be available for your flight back home.



VIEW COMPLETE DAY-WISE AGENDA 

Continuing Education Programs & Functional Training

For Career Development

Credit Managers

- Advanced Credit Modeling with Regression Algorithms
Credit Modelling
- SAP BI Workshop: Credit Reporting and Dashboards
KPIs and Analytics
- How to Be an Effective Credit Manager
Credit Excellence
- Legal Workshop on Bankruptcy, Tariffs, Customer Data Privacy and Surcharge
Law & Compliance
- Credit Policy Tools to Transform Credit into a Pro-Sales Department
Credit Policy

Credit & Collections Analysts

- Fundamentals of Credit Scoring and Analysis
Credit Analysis
- Negotiation Skills to Succeed in Credit and Collections
Negotiation & Communication
- Financial Statement Analysis
Credit Analysis
- All About Customer Segmentation and Collection Strategy
Collections Strategy
- Legal 101: Credit and Collections Law
Law & Compliance
- Customer Correspondence Best Practices
Negotiation & Communication
- SAP Credit & Collections Management Best Practices
SAP
- Oracle Credit & Collections Management Best Practices
Oracle

Deductions Research & Resolution

- Best-Practices for Deductions from Big-box Retailers
- Post-Audit Deductions: Best Practices
- Handling Trade Deductions and Effectiveness
- Root-cause Analysis for Non-trade Deductions

HOW TO SIGN UP:

1. Get the **'Training Day Pass'** at only **\$300** and attend all the above training sessions in a single day
2. Checkout the page on **radiance.highradius.com**
3. Your confirmation email will include a link to opt-in to any or all of the training sessions above



For Senior Finance Executives



Bryan DeGraw
Associate Principal,
Finance Advisory Services



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ATTENDEE EXPERIENCE



Gather own ideas through brainstorming and learn about best practices in credit and collections transformation



Assess the current state maturity of your credit and collections operations



Understand the key capabilities that impact the performance



Conceptualize your organization's future state process maturity based on Hackett's methodology



Take away an action plan on how to drive the digital agenda

This interactive workshop will be led by Bryan DeGraw, Associate Principal and Global Lead of The Hackett Group's Customer-to-Cash Advisory Program.

During the session Bryan will provide an overview of how The Hackett Group determines World-Class performance. The session would highlight the key performance metrics and best practice characteristics of World-Class Customer-to Cash organizations. In this highly interactive workshop, Bryan will run the participants through an exercise that follows Hackett's methodology to evaluate process capability maturity in the Credit and Collections processes. Participants will be able to self-assess their current performance levels and better understand the best practices that deliver World-Class Efficiency and Effectiveness.

Process	Capability Description	1 - Lagging	2 - Achieving	3 - Exceeding	4 - Leading
Collections	Extent to which collections strategy and customer segmentation exist.	No collections and/or customer segmentation strategy in place.	A formal collections and/or customer segmentation strategy exists for at least 33% of the customer base.	A formal collections and/or customer segmentation strategy exists for at least 50% of the customer base.	A formal collections and/or customer segmentation strategy exists for at least 75% of the customer base.
Collections	Use of automated collection tools to support prioritized customer collection activities based on a customer segmentation and strategy by size, strategic value of account, and/or risk class	No automated collection tools exist to support prioritized customer collection activities based on a customer segmentation and strategy by size, strategic value of account, and/or risk class.	Automated collection tools exist to support prioritized customer collection activities based on a customer segmentation and strategy by size, strategic value of account, and/or risk class for at least 33% of the receivables portfolio.	Automated collection tools exist to support prioritized customer collection activities based on a customer segmentation and strategy by size, strategic value of account, and/or risk class for at least 50% of the receivables portfolio.	Automated collection tools exist to support prioritized customer collection activities based on a customer segmentation and strategy by size, strategic value of account, and/or risk class for at least 75% of the receivables portfolio.
Collections	Cash targets established at the individual collector level	No cash targets are established at the individual collector level.	Cash targets at individual collector level are established but not integrated with short term/long term incentives aligned with key performance measurements.	Cash targets at individual collector level are established and integrated with short term/long term incentives for at least 50% of the collection team.	Cash targets at individual collector level are established and integrated with short term/long term incentives for at least 75% of the collection team.

For Senior Finance Executives

VIEW COMPLETE DAY-WISE AGENDA 

1-on-1 Value Analysis & Benchmarking Sessions

1-on-1 interactions with Value Engineering experts to review your as-is process & performance data.

- **What you get – [Sample Report](#)**  :
 - Your metrics and KPIs (such as collector productivity, or credit review SLAs) benchmarked against industry competitors or other teams using HighRadius solutions
 - Our recommendations on potential process changes to boost your team productivity or impact business indicators such as DSO and bad-debt
 - The full report of your KPIs captured using the Order to Cash Value Management Framework we've developed from our experience across 900+ transformation projects
 - An A/R digital transformation roadmap and numbers-driven business case that you can take back for your CFO
- **How to register:**
 - Click [here](#) to register for Radiance 2020
 - Select Early Bird 3-Day Pass or Early Bird 1-Day Pass
 - Choose your preferred slot for the 1-on-1 performance assessment





Wednesday | Feb 5 | 09:40 AM

For Senior Finance Executives

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RADIANCE

Analysts Roundtable

Opportunities and Boundaries of AI in the Digital Transformation Age of Finance

Gartner

Greg Leiter | Sr Director Analyst

The Hackett Group
World Class Defined and Enabled

Bryan DeGraw | Associate Principal Analyst

FORRESTER

Mike Gualtieri | VP, Principal Analyst

 **transformant**

President | Transformant

 **IDC**
ANALYZE THE FUTURE

Kevin Permenter | Research Manager with IDC

The future of finance needs to be re-imagined through innovations. It's time for the race. Disruption is inevitable, so the finance function needs to have a clear vision and strategy with the right set of people, process and technology. Join leading Industry Analysts from Gartner, Forrester and The Hackett Group and Digital Transformation experts to get enlightened on how to invest in technology, information, people and business process to redefine the future of finance.



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Game Time Party & Radiance Experience

Full Access Tour

of AT&T Dallas Cowboys Stadium

Get a once-in-a-lifetime opportunity to marvel at the haven of sports and entertainment. Get a full access tour of the mammoth AT&T stadium covering Dallas Cowboys locker rooms, concourse suites and merchandise stores. And no, we won't frown over excessive fanboying/fangirling.

'Kick, Pass, Punt'

On-field football practice sessions

Who said that finance and football don't go hand in hand. Don't miss the opportunity to show-off your sporty side. Practice your kick, pass, and punt moves on the same field where the likes of Ezekiel Elliott, Zack Martin & Tyron Smith have played legendary games.

Dallas Sights & Sounds

Industry Networking Dinners

Do you like mingling with like-minded people and bond over a hearty meal? Radiance 2020 gives you the opportunity to network with industry peers and get a taste of the best of night life that the city of Dallas has to offer. Not to forget, Texas is known for its signature hospitality.

On-field

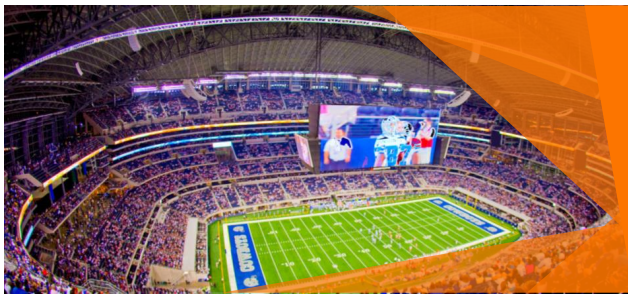
Keynote Sessions

Let your ideas flow freely through the massive stadium arena as you spectate thought-leaders deliver game-changing keynotes where NFL-pros have time and again changed the game dynamics.

Breakout sessions

in the locker room

Radiance 2020 isn't your typical corporate conference. It's an UNconference. These 3-days will leave a lasting impression in you as you live life like an NFL-star. Take part in engaging discussions with your peers in a locker-room setting.



Inspire Yourself

Keynotes & Panel Discussions






VIEW COMPLETE DAY-WISE AGENDA 

KEYNOTE PANEL

Thursday | Feb 6 | 08:50 AM

Macro-Economic Trends and Opportunities for The Credit Department

PANELIST





-  *Christopher Rios, VP Finance Solutions, D&B*
-  *Dan Meder, VP Solutions Consulting, Experian*
-  *Mike Flum, COO & SVP, CreditRiskMonitor*
-  *Dustin Luther, Head Of Marketing, Creditsafe*
-  *Eric Kider, SVP/General Manager, Infogroup*

PANEL

Thursday | Feb 6 | 01:30 PM

Banks 2020: Partnering with Treasury & Receivables Leaders for Digital Transformation

PANELIST

-  *Rodney Gardner, Bank Of America*
-  *Preeti Chaturvedi, Citi*
-  *Aaron Bach, VP, Commerce Bank*
-  *Eileen Dignen, Head of Product Strategy*

An Entertaining Outlook of The Macro-economy



Scott Colbert
Senior Vice President,
Chief Economist



Wednesday | Feb 5 | 03:10 PM

FIRESIDE CHAT

Transformation of the CFO into the Digital Pilot of Today's AI-augmented Finance Organization





SASHI NARHARI

Tiger Tyagarajan

Michael van der Steen





Wednesday | Feb 5 | 2:20 PM



Wednesday | Feb 5 | 12:35 PM

Founder's Keynote

Crossing the Chasm with AI: A Guide for AI Adoption in the Enterprise

Sashi Narahari | CEO HighRadius



[VIEW COMPLETE DAY-WISE AGENDA](#)

Technology Showcase

LIVE Product Demos

Get hands-on, LIVE demos of HighRadius products for order-to-cash and treasury management while interacting with HighRadius technology leaders.

HighRadius Product Roadmaps

Learn from HighRadius product and technology leaders about upcoming features and the latest tech from HighRadius.

Implementation Workshops

New HighRadius user? Join live workshops with experienced HighRadius users and A/R leaders to learn everything you need for an on-time, on-budget implementation and quick ROI.

Analytics Workshops

Learn how to activate and use HighRadius Analytics 2.0 and setup your own custom dashboards and reports in this hands-on workshop.

AI Labs

Explore the future of order-to-cash and treasury as you test drive the latest Artificial Intelligence-enabled innovations from HighRadius.

HighRadius Solution Training

Classroom style training across the HighRadius solution suite for your teams. Hands-on workshop of the functional level features of our cloud solutions by HighRadius-certified solution experts.