



Global Chemical Manufacturer Realizes \$1.2M Savings with OTC Process Mining Optimization

Order to Cash (OTC, O2C) is a fundamental business process which oversees the transition of customer orders into payments.

50+

Manufacturing facilities globally

\$18b

Annual revenue

35K

Employees

Key data source

SAP ERP

Industry

Chemical

The effectiveness by which an organization is able to convert a product or service into money is the holy grail of success. Sales mean nothing without money in the bank.

A sluggish or complicated OTC process can result in lost revenue, lost customers, reputation damage, and even compliance issues.

Minit Process Mining was applied to a global company with more than \$18 billion in annual revenue to help improve the end-to-end OTC cycle. By eliminating sales order changes, streamlining payments collections and identifying the hidden potential of standardization, our client was able to realize \$1.2 million in savings.

Data analysis focus

- > **Baseline information**, case duration influencers
- > **Impact of changes** on the case duration, delivery, overview per customer, sales group, material group
- > **Credit management activities and impact on processes** (case duration, delivery, customer, sales group, material group)
- > **Unusual cases**: delivery before order

Return on Investment

Transactional costs

> minimized due to elimination of Sales Order changes;



Hidden potential

> standardization unlocked and resulted;



Opportunities for

Payment Collections

> streamlining defined;



Lowering the risk of Operational issues

> due to 100% process transparency and Compliance;

