



# ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

Maybe I should start  
computing differently

**Revolution?**

Systems need to keep in pace with the ~~Data Evolution~~



# ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

## Revolution?

“ ...increasingly realising that many people nowadays have experience of being in collections...

...they no longer see customers in collections as irredeemably bad credits and they have greater incentives to **maintain brand loyalty...**”

“ ...the only human being with whom their customers ever speak could be the person who calls to collect a late payment. They are **your brand ambassadors.**”



# ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

**Revolution?**

- GDPRP
- POPI
- VAT
- DebiCheck
- Affordability
- Prescription
- SACRRA
- Courts of Law Amendment Act



# ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

## Typical Use

- Credit Scorecard
- Propensity to Pay
- Contactability Scorecard
- Behavioural Scorecard
- Pay-date prediction





# ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

## **Revolution in Services**

- AWS Connect
- AWS Pinpoint
- AWS Machine Learning/AI
- AWS Transcribe
- AWS Lex (Chatbots)
- AWS Auto Scaling

## **Impact on Systems**

- No longer Collections only
- CRM capable Account Receivable



# ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

## **New Uses**

- Upskilling & Resourcing
- Performance & Reward
- Integrated Analytics
  
- Dynamic Workflow
- Dynamic Services
- Dynamic Scripting





## ACCOUNT RECEIVABLE MANAGEMENT SOLUTIONS

“Three features tend to differentiate the feeble from the fantastic.

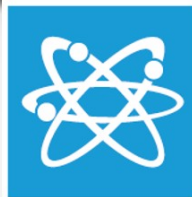
First is the ease with which you can **integrate** that platform with the rest of the business.

The second ... the speed with which you can **adapt, experiment, evolve and refine.**

“...the ability to **integrate** different systems and feeds **rapidly ...**”



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