

Automation in The Credit Profession

How Can I Be Ready?

Your Speaker

Nancy Watson – Pistole CCE ICCE
Customer Value Manager



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Agenda

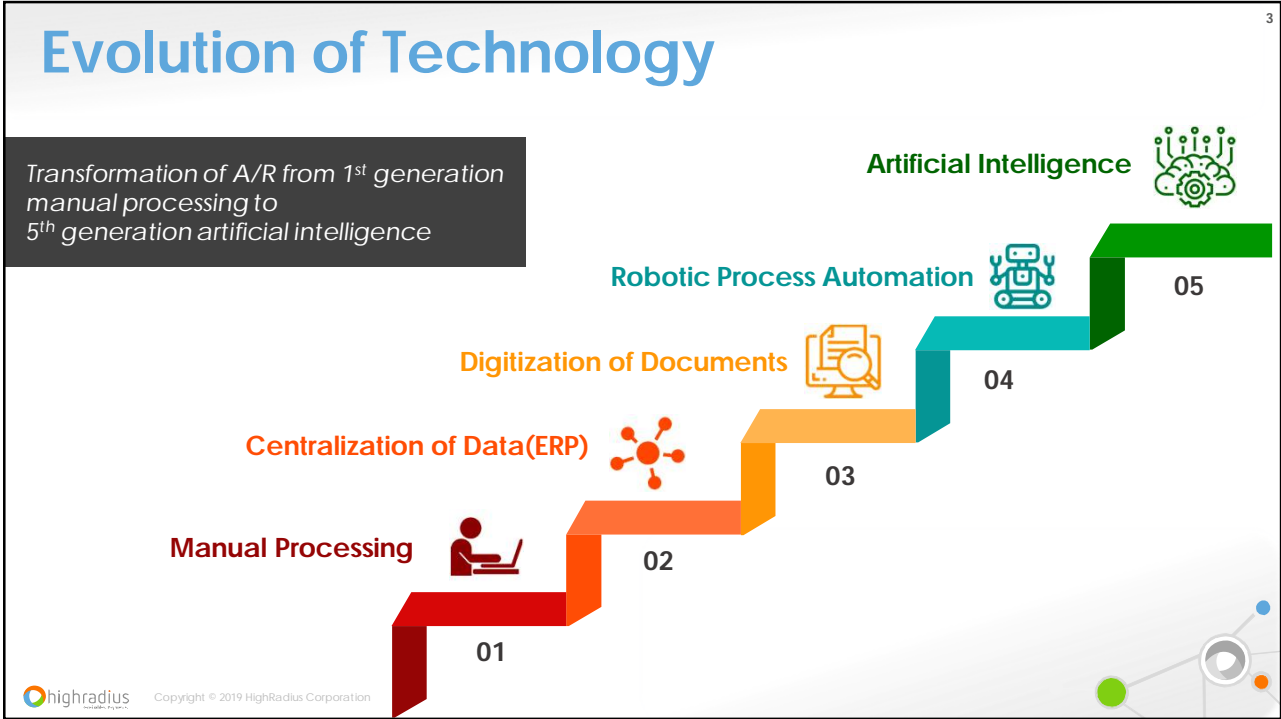
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- **Human vs Machine or Human + Machine** ○
- **Evolution of Technology** ○
- **Evolution of Credit Role** ○
- **AI and RPA Adoption in Credit Management** ○
- **Steps to Ensure You're Ready** ○



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Question

Where Are Your **Top 3 Obstacles** To Implementing Technology?

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Are you thinking?

5

Humans
vs
 Machines
 ?

Or...

Humans
and
 Machines
 ?

5

Question

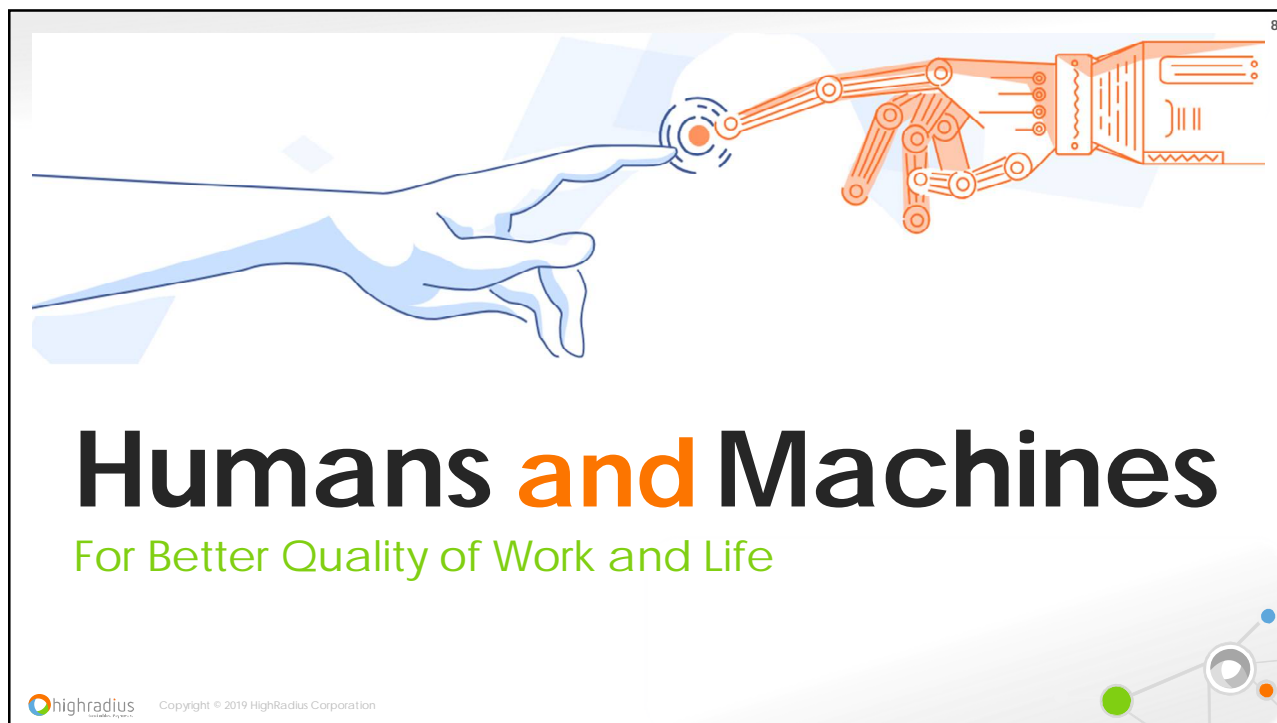


What Is One Common Thing In The Following Movies?

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Better Coffee



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Better Ride to Work



Walking to Self-driving Cars

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“10 million self-driving cars will hit the road by 2020.”
- Forbes

“66 million US homes with smart-assistants by 2022.”
- Forrester Research

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Anyone Have an Autonomous Refrigerator?

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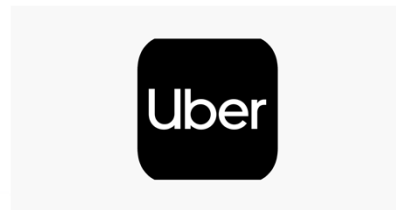
We use AI in our Everyday Personal Lives

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NETFLIX

 Spotify

You**Tube**



How Can it Help Us Professionally?

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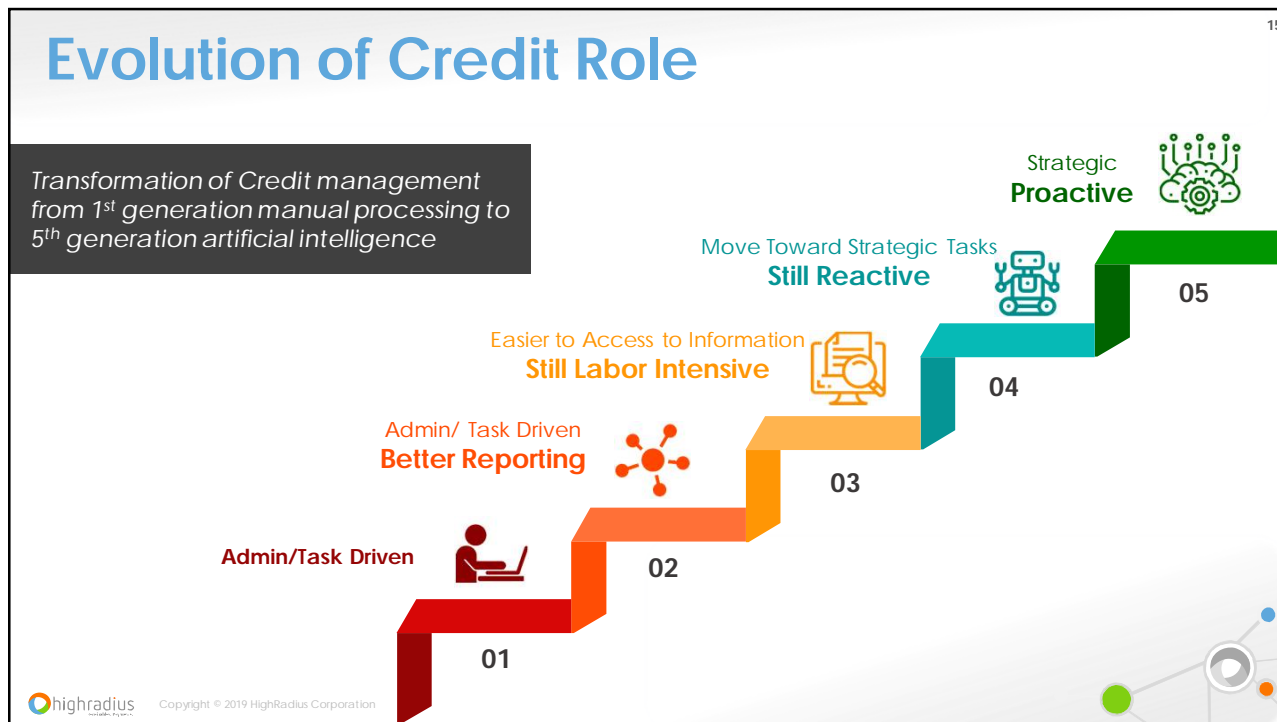
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Evolution Of Technology

Evolution of Credit Role

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Question

How are most of your credit applications completed/filled out?

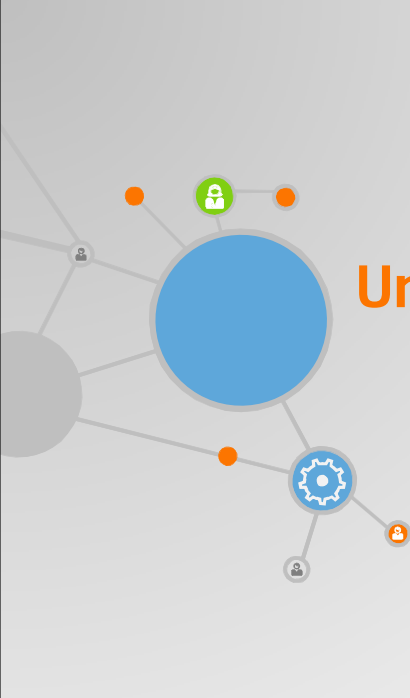
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Question

How much time is spent, on average, processing a new credit application?

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Understanding RPA and AI

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RPA and AI

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Robotic Process Automation

'Robots' mimicking human actions to perform a well-defined business process

- Rules based and repetitive
- High Volume tasks preferred
- Needs to be trained for every new task
- Processes only predefined input formats

Artificial Intelligence



Computer systems to learn, reason, think and perform tasks requiring complex decision making

- Perform complicated tasks
- Evolves with experience
- Looks for better ways to perform
- Can handle unstructured inputs

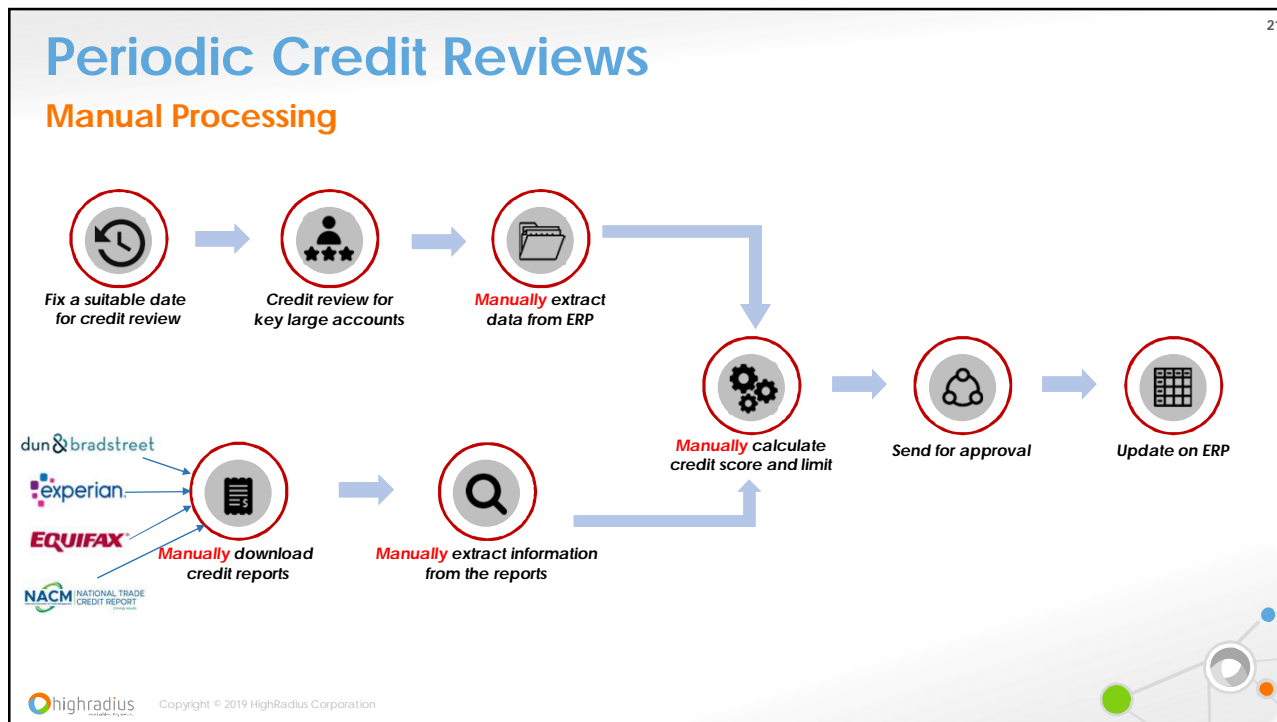


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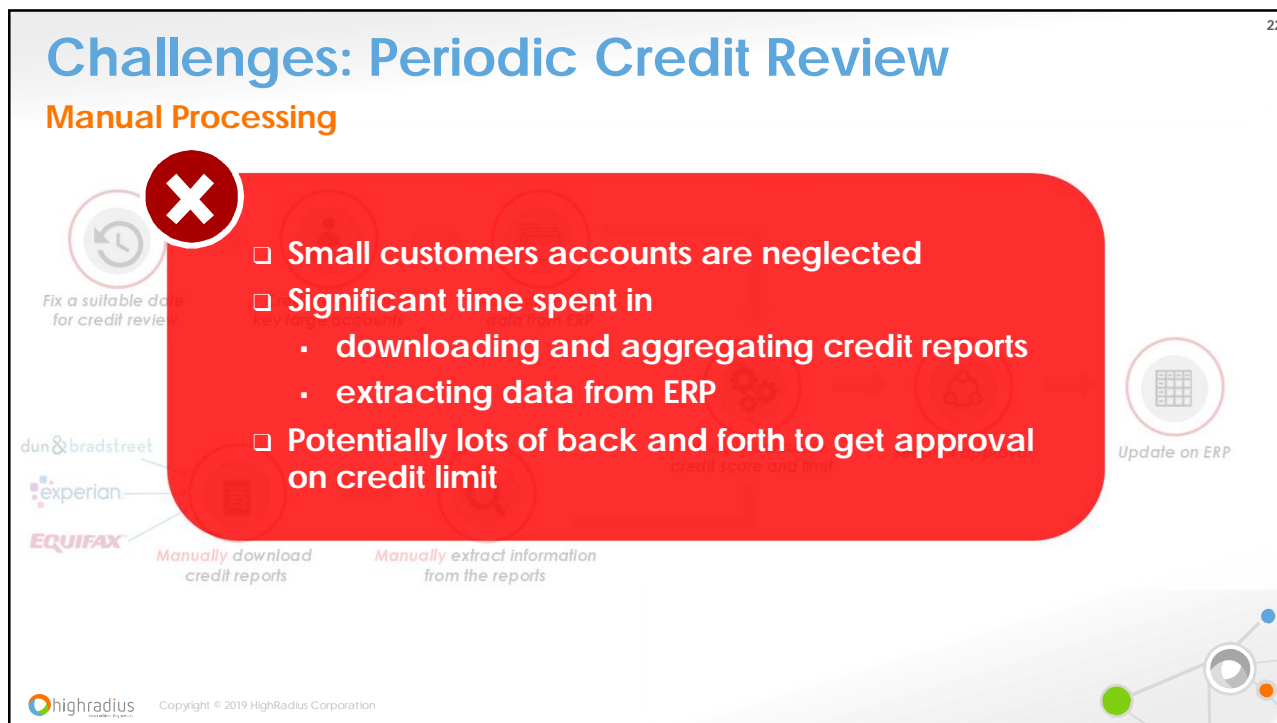
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How can AI empower RPA in Credit Management?

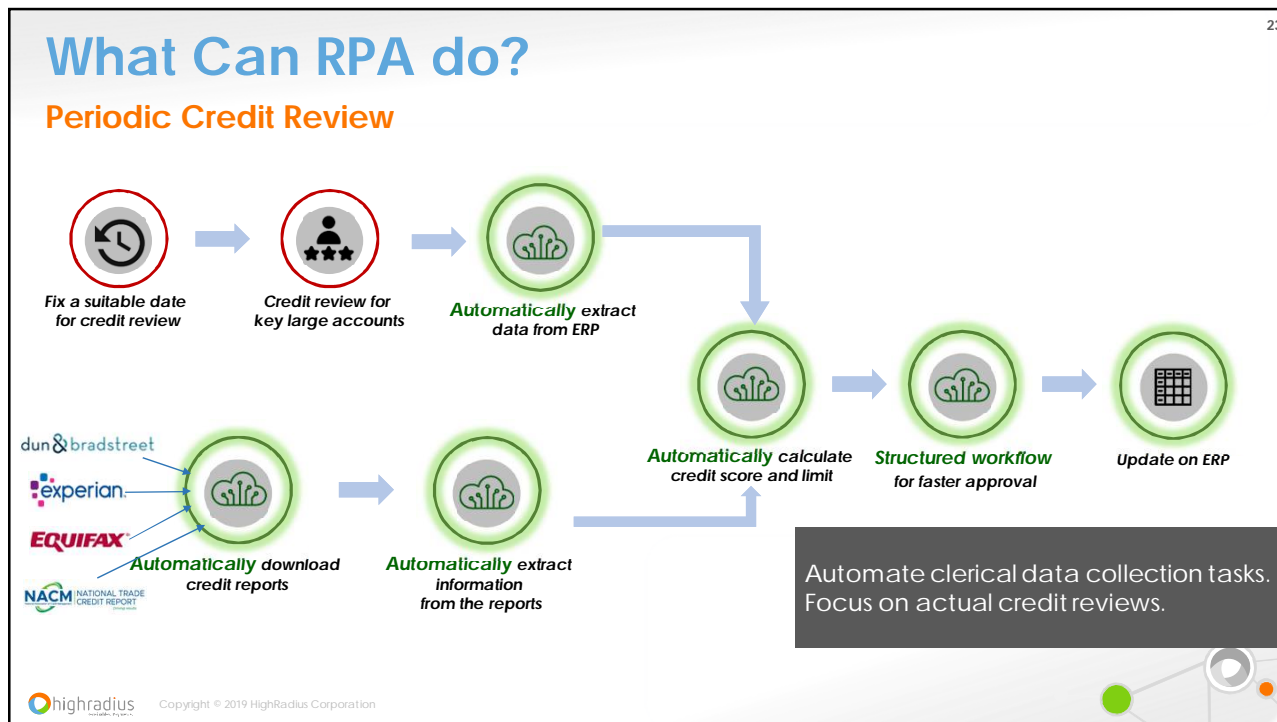
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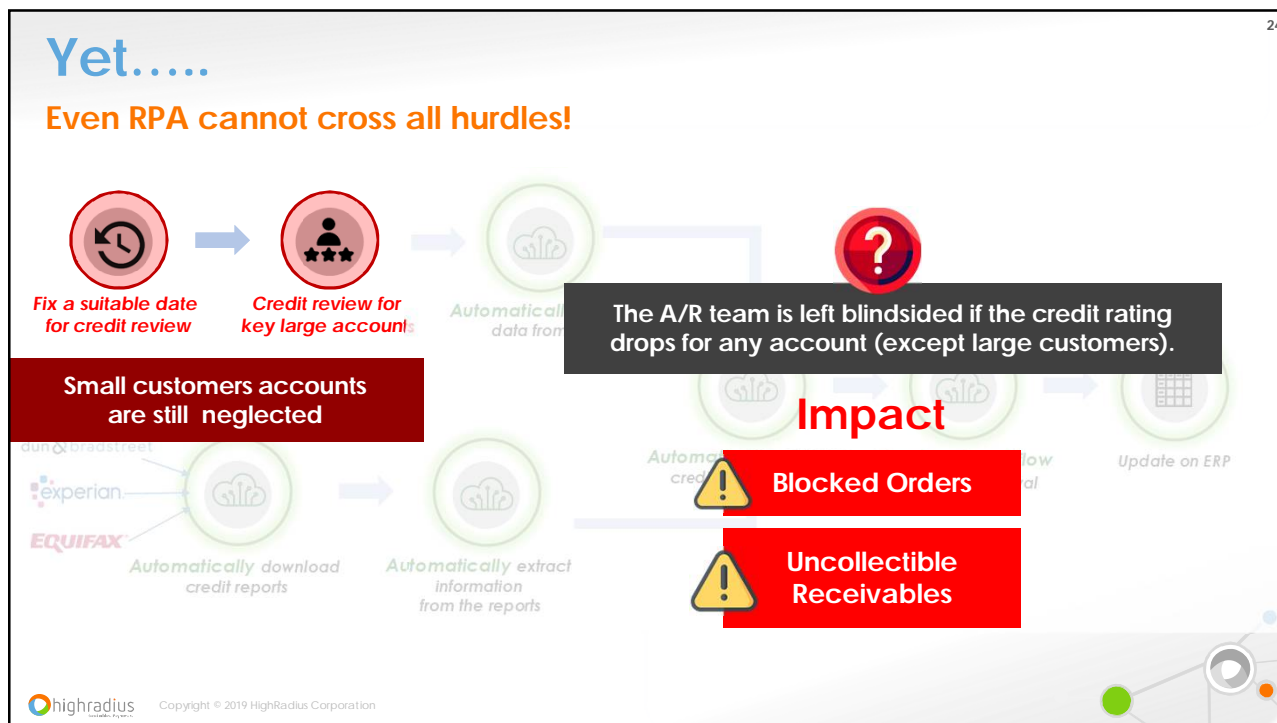
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What Can AI Do?

Proactive Periodic Credit Review

Internal Factors

- Open A/R Amount
- Current open orders
- Aging details
- Average Days Delinquent
- Existing credit
- Payment History
- Total dispute amount
- Claim history

External Factors

- Bankruptcy
- Dip in stock exchange
- Shift in credit rating
- Mergers & Acquisitions
- Seasonal sales spikes

dun & bradstreet
 experian. | EQUIFAX

- Automatically trigger credit review for account with troubled financials or credit ratings
- Automate credit review for all small customers
- Approval ready credit review for large customers

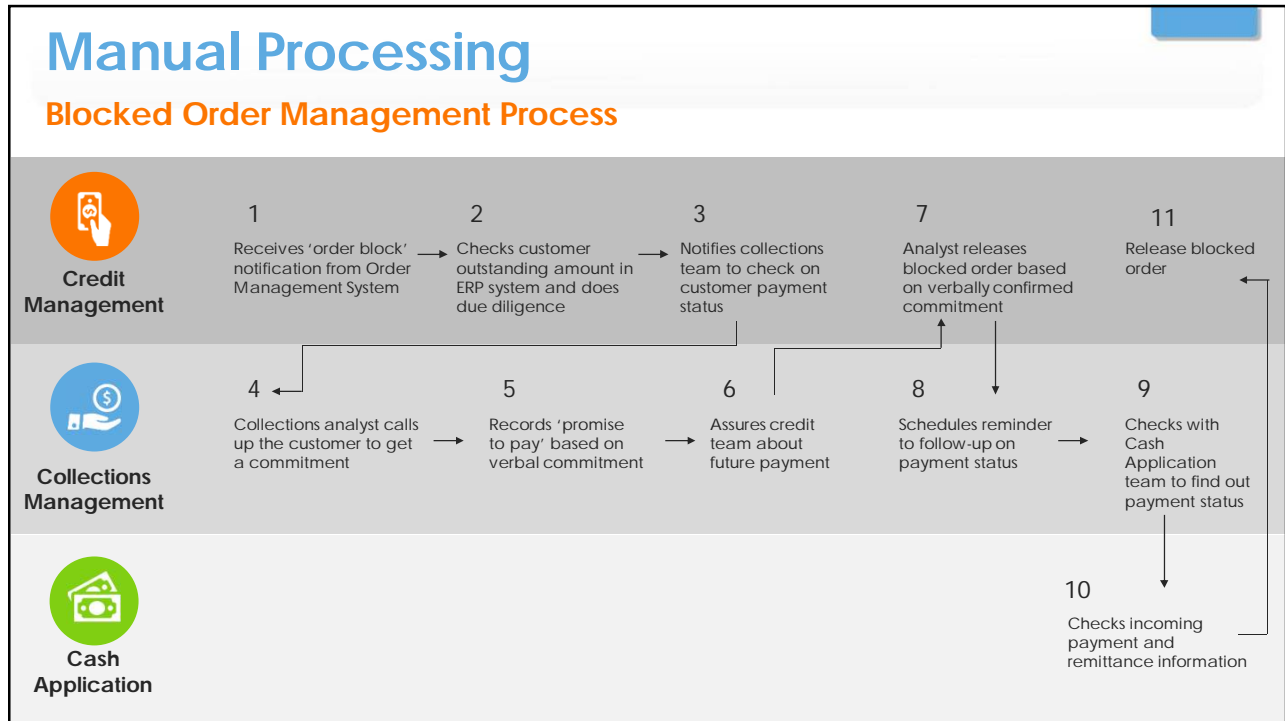
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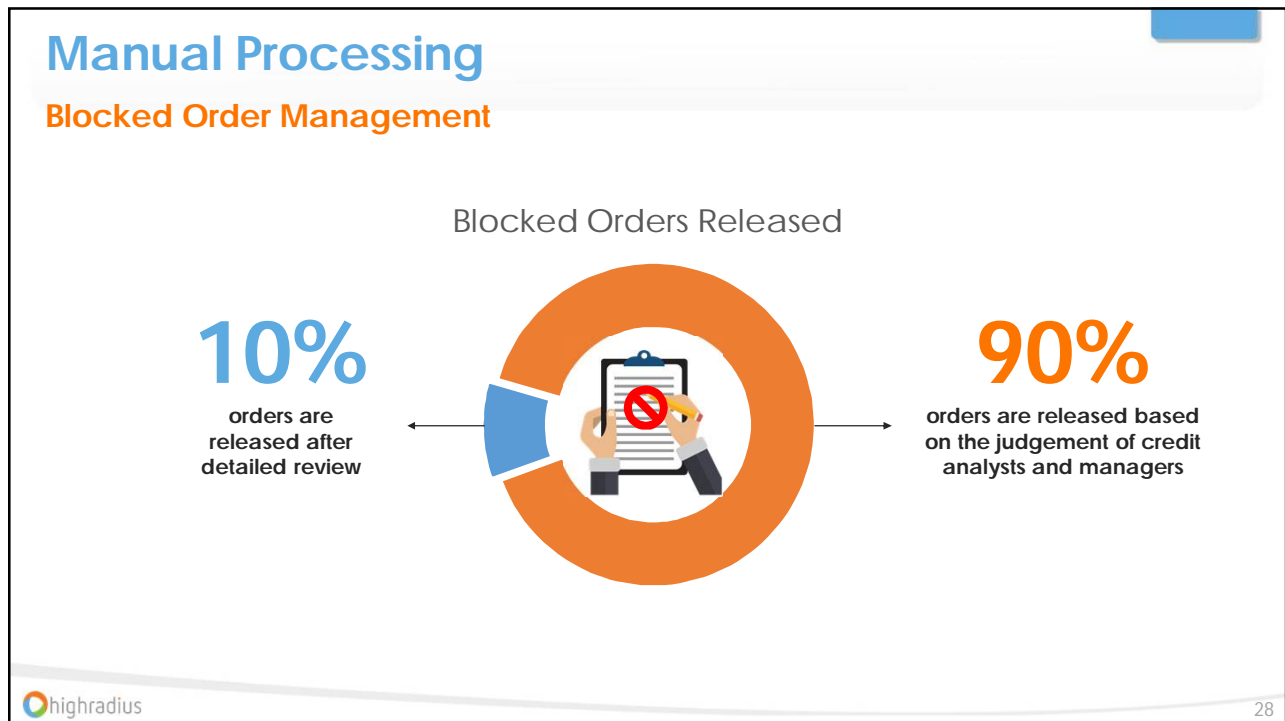
Blocked Order Management

Manual Process

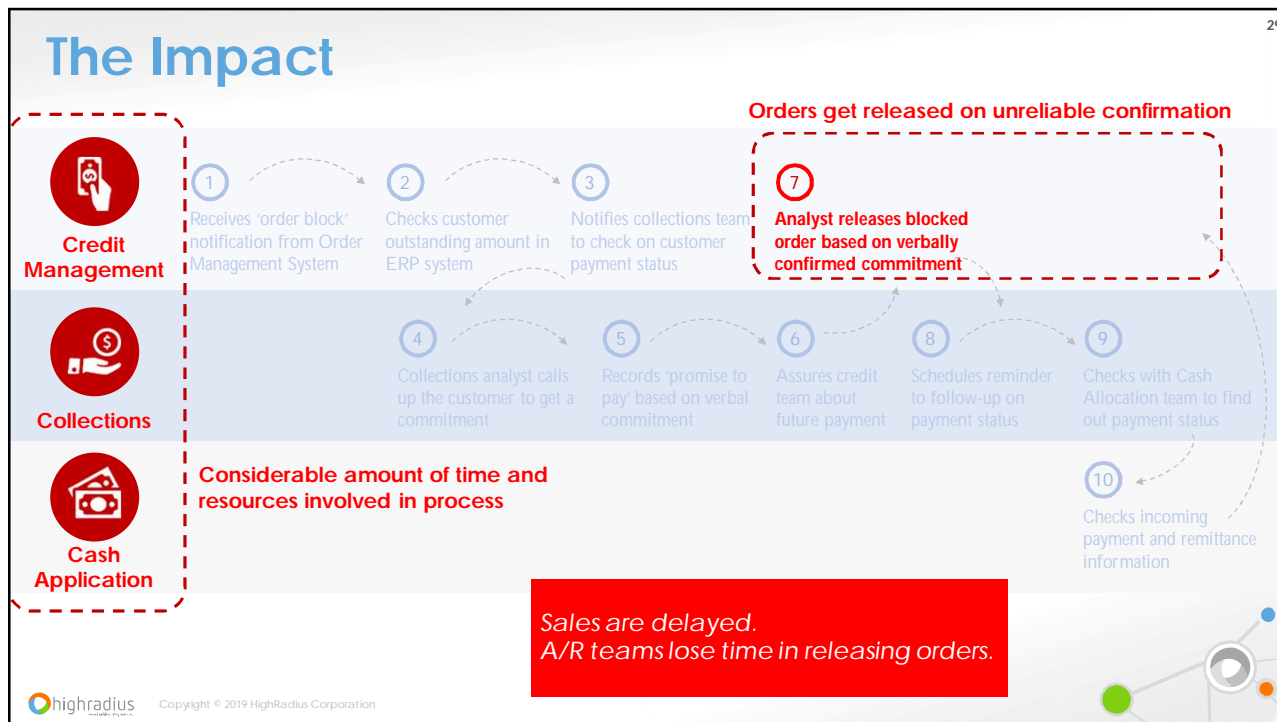
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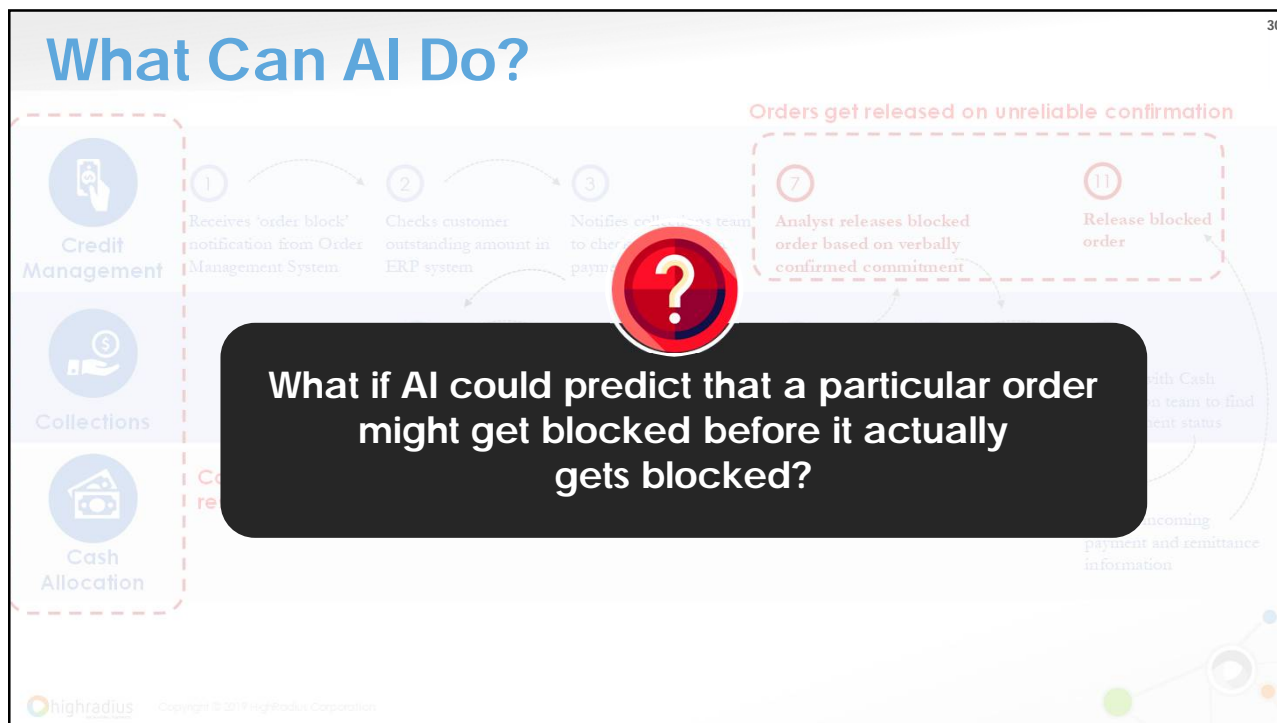
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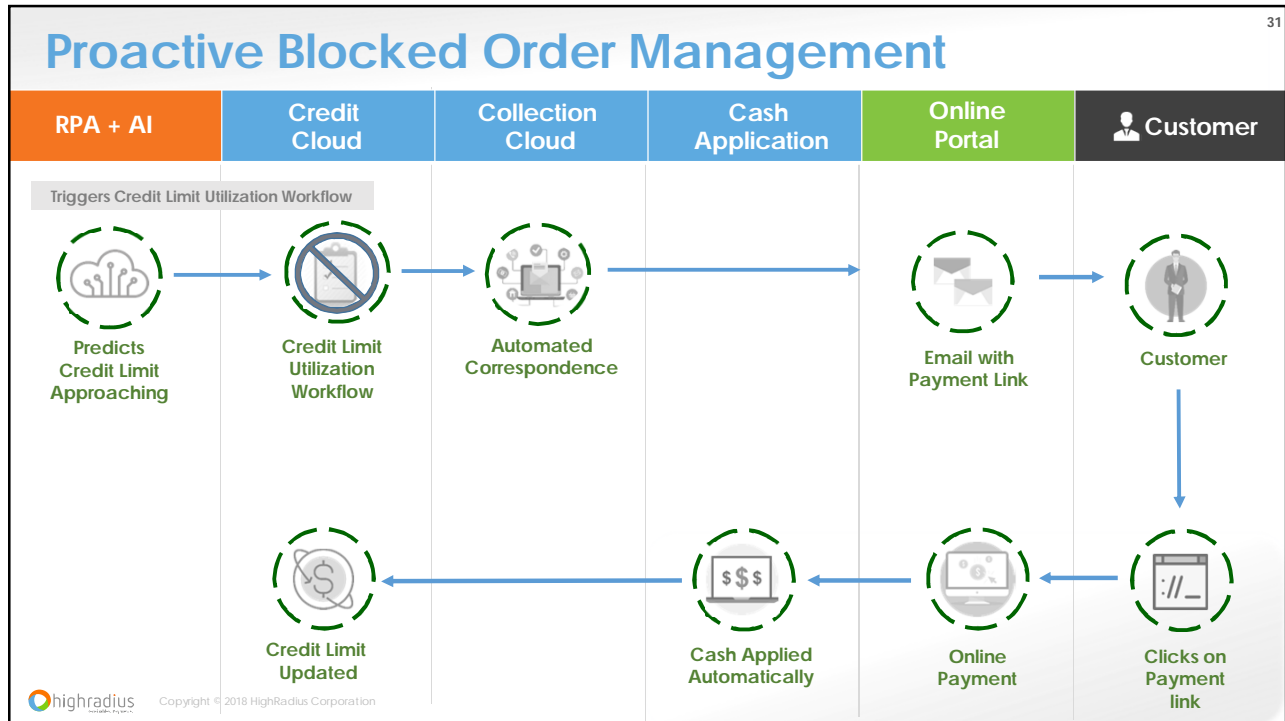
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AI For Credit Management



Proactive Blocked Order Management

- Improved topline as sales orders are no longer blocked*
- Improved customer satisfaction*



Proactive Periodic Review

- Better Credit Risk Management**
- Team can focus on critical customers**

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Watch it Live



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Steps to Ensure You're Ready!



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4 Steps You Could Take to Stay Ready

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EDUCATE



Learn about the capabilities of AI and RPA



EVALUATE



Do you have the necessary skills, understanding?



EMBRACE



Accept that the future is upon us and will continue to develop and advance.



EMPOWER



Take necessary steps to be ready for the autonomous age of receivables.



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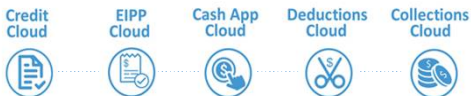


About HighRadius

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HighRadius at a Glance

Integrated Receivables Cloud Platform



375+ Clients. 150 in last 2 years.
#1 in Fortune1000 market.



\$1 Trillion in receivables processed annually.

Founded
Bootstrapped for a decade
Philosophy
Profitability & Growth

2006

Growth
75% CAGR
Global Presence
Americas HQ - Houston
Europe HQ - London
Asia HQ - Hyderabad
850+ employees

Strategic Partnerships
\$60+ Million Growth Funding



2017-2019

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Partial List of Customers



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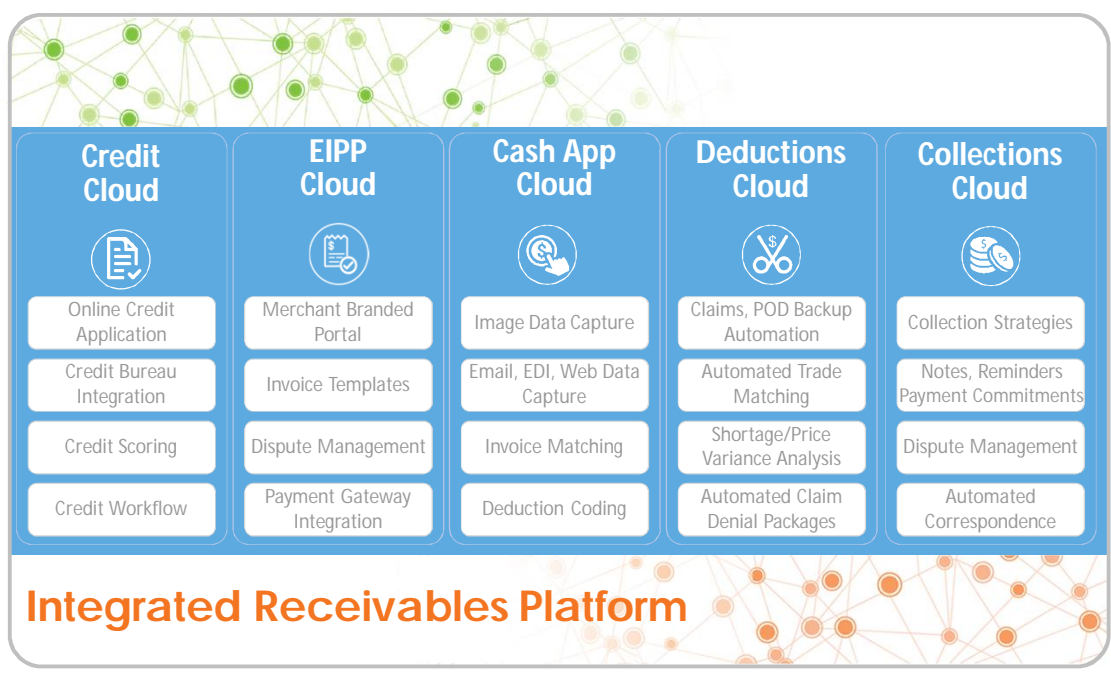
Partial List of Customers



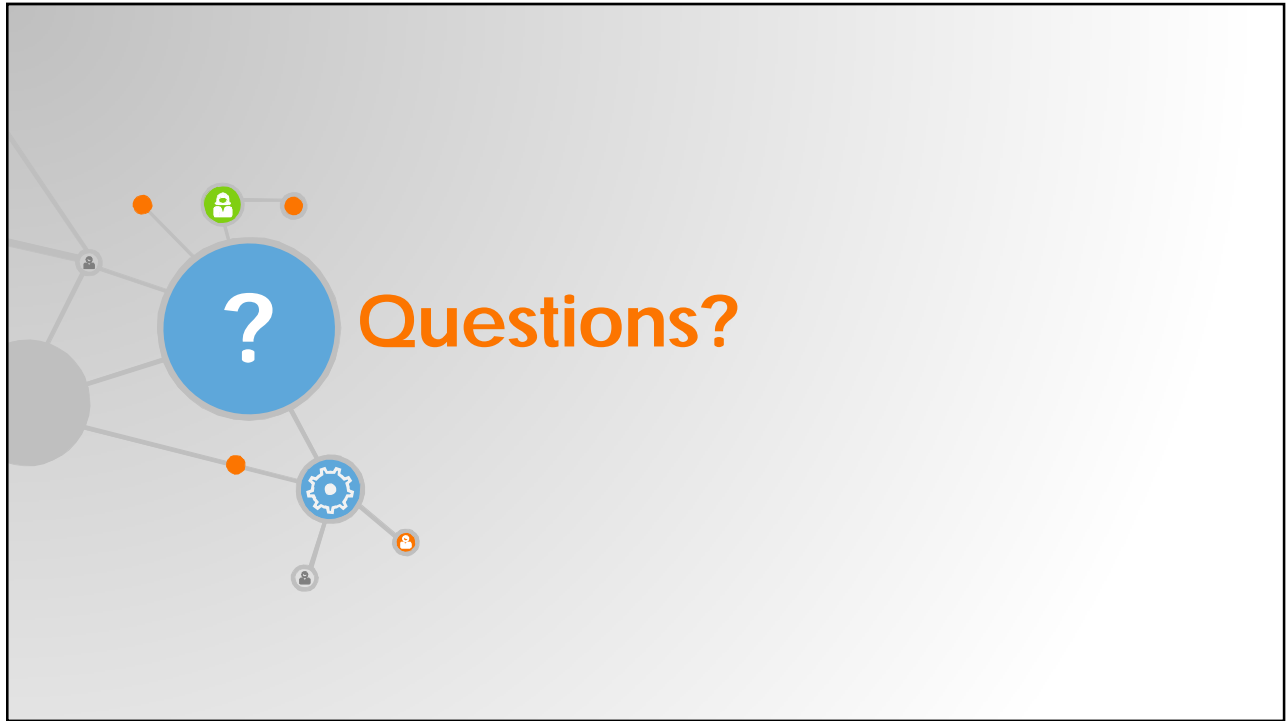
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