Improving operational efficiency, achieving cost savings and improving results are all important goals for every shared service center. But does management of a shared service center really have to be such hard work?

Optimize Credit and Collections in Your Shared Service Center in the Following 6 Steps:

1. **Combine Disparate Systems**
   A major challenge of any shared service center is how to manage data from disparate systems. A full process automation, credit and collections management solution combines data from multiple ERP systems and other relevant applications to provide a single consolidated view.

2. **Automate The Whole Process**
   Drive efficiency within your team by leveraging full process automation across your shared service center. Remove administrative tasks and allow your team to focus on contacting the right customer, at the right time, via the right method.

3. **Improve Efficencies with Artificial Intelligence**
   Machine learning provides a platform for continuous improvement by monitoring changes in risk algorithms and automatically adjusts collection strategies. Internal and external data sources are used to determine the future risk of an account becoming severely delinquent or becoming bad debt and automatically adjusts to prevent it from occurring.

4. **Leverage Centralized and Decentralized Workforces**
   Physical centralization is no longer a requirement for a shared service center. Web-based architecture and collaboration tools should be inherent components of a full process automation, credit and collections management solution. This allows team members to work from anywhere around the globe with the same access to information and work queues.

5. **Monitor Individual and Team Performance**
   Operational data is maintained in one location with easy-to-use executive dashboards to provide analysis at a glance. Advanced search features allow for more in-depth analysis and decision making. Adjustments to individual and team assignments and goals can be completed directly within full process automation, credit and collections management solution.

6. **Improve Cash Flow And Operational Costs**
   Clients who implement a full process automation credit and collections management solution experience a quick return on investment through reduction in days sales outstanding and a reduction in overdue A/R. Teams become more efficient providing cost savings straight to the bottom line.

ARE YOU READY TO IMPROVE CASH FLOW WHILE REDUCING MANUAL PROCESSES, COSTS AND RISK?

Email us at getinfo@fisglobal.com to learn more.