Configurable Reporting and Dashboards to Help Monitor and Report on Key Performance Indicators

Metrics are a vital component in managing an efficient and effective credit department or shared service center. The ability to access, analyze and share information is directly linked to a company’s ability to accurately forecast, track performance, and perform root-cause analysis of customer service issues they face.

Defining the controls and policies used in the day to day operations is an important first step. However, consistent monitoring and tracking of adherence to the policies in place will assist all levels of management in optimizing the use of people and technology to create a world class organization driven by best practices. By monitoring key performance indicators defined by your company, organizations can gain a comprehensive view of compliance on a consistent basis, allowing management to certify processes, identify weaknesses, and track the effectiveness of policies and personnel.

FIS’ Receivables GETPAID solution offers a centralized repository of data for ease of tracking performance, cash forecasts, root cause analysis, corporate credit risk, customer behavior and adherence to policy for compliance. Companies that have multiple ERP or A/R systems can consolidate data within the solution for improved visibility.

Challenges:
- Unable to track performance of policies and people
- Poor visibility to deduction causes
- Inaccurate cash forecasting
- Lack visibility to credit risk exposure
- Delays in information dissemination

Benefits:
- Monitor collections effectiveness
- Perform cash forecasting
- Conduct root-cause analysis
- Audit compliance to policy
- Track staff productivity
- Gain visibility to risk exposure
- Consolidate data from disparate systems
Collections effectiveness & cash forecasting
Monitor accounts receivable aging and collections effectiveness by defined groupings. Perform cash forecasting, comparing committed, projected and actual cash receipts.
- Weighted average days (to pay, past due, open)
- Projected/committed/actual forecasts
- Track individual & team performance
- Monitor geographical areas
- View aging by customer groups
- Perform dynamic cash forecasting
- Adherence to policy to track compliance
- Bad debt reserve (e.g. by customer, unit)

Root-cause analysis & dispute management
Track disputed invoices by defined variables such as reason, value, customer group, owner, days outstanding or sales area. Evaluate trends and contribute to process improvement.
- Perform root-cause analysis
- Monitor resolution cycle time
- Evaluate total value of disputed invoices
- Detect areas for improvement
- View disputes by geographic region
- Evaluate dispute data in risk analysis

Configurable reporting solution
The solution offers pre-built reports with filtering and sorting capabilities for companies to strategically manage accounts receivable by leveraging the data that is stored in the system. Users can extract key data to analyze, evaluate, and generate “group by” and “sort by” report sets. Designated users can easily add users and set user level access permissions. Reports can be generated in PDF and spreadsheet format with the ability to drill-down or drill-up based on customer level, transaction level, dispute level or sales area.
**About FIS’s Corporate Solutions**

FIS offers a leading liquidity and risk management solution for corporations, insurance companies and the public sector. The solution suite includes credit risk modeling, collections management, treasury risk analysis, cash management, payments system integration, and payments execution delivered directly to corporations or via banking partners. The solutions help consolidate data from multiple in-house systems, drive workflow and provide connectivity to a broad range of trading partners including banks, SWIFT, credit data providers, FX platforms, money markets, and market data. The technology is supported by a full range of services delivered by domain experts, including managed cloud services, treasury operations management, SWIFT administration, managed bank connectivity, bank onboarding, and vendor enrollment.

**About FIS**

FIS is a global leader in financial services technology, with a focus on retail and institutional banking, payments, asset and wealth management, risk and compliance, consulting and outsourcing solutions. Through the depth and breadth of our solutions portfolio, global capabilities and domain expertise, FIS serves more than 20,000 clients in over 130 countries. Headquartered in Jacksonville, Florida, FIS employs more than 55,000 people worldwide and holds leadership positions in payment processing, financial software and banking solutions. Providing software, services and outsourcing of the technology that empowers the financial world, FIS is a Fortune 500 company and is a member of Standard & Poor’s 500® Index. For more information about FIS, visit www.fisglobal.com.