# SAP BTP Solution: Intelligent Collections

Harnessing the power of AI to improve collections

## Application Overview

Mismanaged collections can lead to a large working capital leakage across an organization. Often this process uses a combination of online and offline tools and rules to determine how to deal with customers. Using technology to identify which customers may be paying late and where potential disputes may occur can increase cash collection rates.

Intelligent Collections identifies improvements in an organization's collection strategy by segmenting customers on multiple variables and applying predictive analytics around customer behavior and customers' payment history to better predict late and disputed invoices.

## Solution

The Intelligent Collections application is an SAP Cloud Platform-and SAP Analytics Cloud-based solution integrated with embedded intelligence in the existing transactional systems.
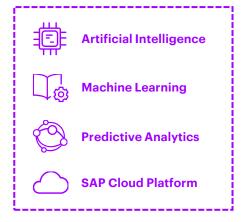


## Business Value

- Generates insights that enhance collections strategy and improve collections management.
- Generates prediction of high probability of disputes and continued late collections.
- Enables faster dispute resolution.
- Minimizes the number of disputes with improved customer satisfaction.
- Supports working capital savings with Days Sales Outstanding (DSO) reduction.

## Features

- Provides descriptive analytics on accounts receivables with multi-level, drill-down and root-cause analysis on the go.
- Uses classification and clustering techniques to profile and segment customers to enable a different collection strategy for each cluster.
- Uses predictive analytics to predict customers with high probability of paying late.
- Uses predictive analytics to predict disputes.

## Technologies in Use

- SAP S4/HANA®
- SAP BTP Analytics Cloud
- SAP Fiori
- SAP BTP Predictive Analytics

**Artificial Intelligence**

**Machine Learning**

**Predictive Analytics**

**SAP Cloud Platform**

Click here to watch the video.