

# Improving the order-to-cash process

Finding unbilled revenue for a leading trucking company



## Client

One of America's **leading** trucking and transportation services providers with businesses spread across multiple geographies.

## Challenges

The client was exploring a solution that would consolidate the entire order-to-cash processes- comprising of billing, corrections, collection and cash application, and post-invoicing audit- with one service provider offering operational economies and cost reduction through the use of process improvement and data analytics.

## Solution

EXL created a complete end-to-end order-to-cash processing solution for the client by including the following key steps:

- › Imaging and indexing of bill of lading, unrated bills, checks and claim documents
- › Entry of bills and supporting information into billing system
- › 2-way check followed by cash application
- › Application of appropriate rates and tariffs
- › Application of payment receipts
- › Claim resolution and processing

# 55%

exposure reduction in the first year

# \$10 million

of annual revenue clawed back through data analytics

# Savings

from process consolidation and automation

# Reduced

outstanding claims payable through quicker resolution

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## Results

- Reduced exposure from unmatched residual payments by 55% in the first year
- Annual revenue claw back of over US\$10 million through data analytics to improve revenue assurance
- Eliminated errors through automation of billing work streams
- Reduced outstanding claims payable through quicker resolution
- Standardized tariff lists and rating parameters for freight bills
- Savings from process consolidation and automation
- Faster resolutions and turnaround to improve customer service.

## About EXL

EXL (NASDAQ: EXLS) is a leading business process solutions company that looks deeper to drive business impact through integrated services and industry knowledge. EXL provides operations management, decision analytics and technology platforms to organizations in insurance, healthcare, banking and financial services, utilities, travel, and transportation and logistics, among others. We work as a strategic partner to help our clients streamline business operations, improve corporate finance, manage compliance, create new channels for growth and better adapt to change. Headquartered in New York and in business since 1999, EXL has approximately 23,000 professionals in locations throughout the U.S., Europe and Asia.

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