



# How Did Accenture **Transform Lead-to-Cash** Processes with Ready-to-Use AI?

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## **Matching invoices and payments** faster, more efficiently, and with fewer errors

Serving more than 7,000 customers in 120 countries, Accenture issues more than half a million client-facing invoices each year from 200 locations globally. Cash application is part of the accounts receivable process and involves matching incoming payments to their corresponding invoices and client accounts. While seemingly straightforward, the process for a large, global, and diverse organization like Accenture is complex and performed at huge scale. To increase the automatic application hit rate and proposals, be able to scale to support growth ambitions, and refocus resources toward value-added tasks, Accenture introduced **SAP® Cash Application software**, offering the potential for change and a leap in capability through a machine learning-enabled matching model.

THE BEST RUN 



# Matching Invoices and Payments Faster, More Efficiently, and with Fewer Errors Using SAP® Cash Application

## Before: Challenges and Opportunities

- Less than 30% automatic hit rate and 250,000 annual manual entries
- Rules-based configuration that is static or high maintenance
- Payment amount not matching invoice amount
- Clients not informing payment details
- Withholding taxes and discounts
- Invoices delivered to clients that are not printed from SAP® systems (different numbering)
- Collections team calling clients that had already paid, but the invoice was not cleared yet

## Why SAP

- SAP Cash Application software, automating clearing and providing machine learning-generated proposals to reduce manual processing
- Passing of new incoming payment and open invoice information from SAP S/4HANA® to a machine learning-enabled matching model on SAP Business Technology Platform

## After: Value-Driven Results

- Greater accuracy in applying cash daily
- Faster application of payments that in turn reduces open accounts receivable balances
- Lower unapplied cash balances
- Prevention of capital charges
- Reduction in peak-time processing for month-end, quarter-end, and year-end closing
- Increase in speed of collections process
- Time savings that allowed augmented scope to support acquisitions and redirect resources to more value-added activities



“The collaboration of our Global IT organization and SAP on the development of the technical solution combined with our cash application team’s process knowledge is what led to the **right result for the business.**”

Ronald Stevens, Managing Director – Controllershship Capability, Accenture

54%

Automatic clearing hit rate

67%

Accuracy, including machine learning proposals with one-touch interaction

Accenture  
Dublin, Ireland  
[www.accenture.com](http://www.accenture.com)

Industry  
Professional services

Products and Services  
Strategic consulting on technology and operations

Employees  
721,000

Revenue  
US\$61.6 billion (fiscal year 2022)

Featured Solutions and Services  
SAP Cash Application, SAP S/4HANA, and SAP Business Technology Platform

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