

Global Company Realizes \$1.2M Savings with OTC Process Mining Optimization

Order to Cash (OTC, O2C) is a fundamental business process which oversees the transition of customer orders into payments. The effectiveness by which an organization is able to convert a product or service into money is the holy grail of success. Sales mean nothing without money in the bank.

A sluggish or complicated OTC process can result in lost revenue, lost customers, reputation damage, and even compliance issues.

Minit Process Mining was applied to a global company with more than \$18 billion in annual revenue to help improve the end-to-end OTC cycle. By eliminating sales order changes, streamlining payments collections and identifying the hidden potential of standardization, our client was able to realize \$1.2 million in savings.

Company overview

- Global company with more than 50 manufacturing facilities
- Chemical industry with complex OTC cycle
- Annual revenue over \$18 billion
- More than 35,000 employees
- Key data sources: SAP ERP

Data analysis focus

- Baseline information, case duration influencers
- Impact of changes on the case duration, delivery, overview per customer, sales group, material group
- Credit management activities and impact on processes (case duration, delivery, customer, sales group, material group)
- Unusual cases: delivery before order

Return on Investment

- Transactional costs minimized due to elimination of Sales Order changes with savings of ~\$390K
- Opportunities for Payments Collections streamlining defined with potential of ~\$490K savings — Net value of orders in a year ~\$350M
- Hidden potential of standardization unlocked and resulted in ~\$325K savings
- Lowering the risk of Operational issues due to 100% process transparency and Compliance

To learn more about how this case study was conducted or to request a dedicated proof of concept project with Minit Process Mining, contact our team today.