



SUPPORT FOR SHARED SERVICE CENTERS

SunGard's AvantGard offers leadership, experience and results in delivering software and services to manage finance & accounting shared service centers. Companies are increasingly migrating to a shared service centers environment as a mechanism to boost operating costs, reduce redundancy and improve the overall effectiveness of the credit operation.

AvantGard is well suited to meet these challenges by providing a fully integrated solution that consolidates data from multiple locations and sources to improve financial and operational performance.

Establish, Embed, and Automate Standard Processes

A highly configurable rules engine is used to streamline workflow and establish work queues based on settings and defined criteria. AvantGard has the ability to track and report on adherence to policy.

Increase Visibility of Enterprise Wide Credit Operation

AvantGard helps companies to increase their visibility of receivables aging, risk, and forecasting indicators across multiple business entities. Using AvantGard, companies can consolidate data from multiple ERP and A/R systems offering visibility to multiple divisions.

Highly Scalable & Flexible Deployment

AvantGard offers ease of deployment, scalability with a Zero-client, J2EE / Java EE compliant solution, platform independence, and high availability. AvantGard also offers the ability to manage transactions in any currency and toggle between company, transaction & local currency displays.

Support for Global Commerce

Deliver a higher level of customer service with language specific correspondence and appropriate currency representations. AvantGard can generate correspondence in any language and operate using any currency. The user interface is also available in multiple languages.

Key Challenges:

- Working with Multiple Currencies
- Distributed User Base / Multi-Lingual
- Global Customer Base
- Multiple A/R or ERP System Feeds
- Global Standards / Visibility

AvantGard Receivables Solution:

Fully integrated, Order-to-Cash solution capable of supporting shared service centers and global deployments.

Supports multi-tenancy, multi-currency / multi-lingual, and rolling data updates.

Benefits:

- Standardize Global Practices
- Manage Multiple Business Units
- Gain Visibility at Unit/Enterprise Level
- Enhance Customer Service
- Improve Effectiveness / Performance
- Interfaces in Multiple Languages
- Increase Productivity / Efficiency

“With AvantGard we can manage our customer information more efficiently, giving us increased visibility and the ability to deliver greater value to our customers.”

- Jean-Marie Jacobs, Treasurer British American Tobacco, Co-ordination Centre, Belgium

FUNCTIONALITY & BENEFITS

Automated Credit, Collections, Dispute Resolution & Cash Application

AvantGard automatically builds work queues for collectors, credit analysts, cash appliers and deduction resolvers. Each work queue is prioritized based on configurable rules and initiates automated correspondence based on the configurable rules:

- Strategy Engine Triggers Events
- Send Mass Correspondence
- Link to External Systems
- Performance Tracking
- Automatically Build Queues/Set Priorities
- Centralized 'Power Screens'
- Flexible Configuration
- Ability to Manage Multiple Business Units

Facilitate Collaboration

AvantGard facilitates collaboration between the collection, credit, and dispute management staff and key areas such as sales and customer service. Using an online portal, individuals throughout the organization can communicate in real-time to resolve invoice issues faster and deliver enhanced customer service. Customers can also access accounts online through a self-service portal offering the ability to download invoice copies, pay invoices online, generate disputes, and access proof-of-delivery data.

Track Performance, Perform Forecasting, Monitor Corporate Credit Risk

Reports are a vital component in managing an efficient and effective shared service center. AvantGard Receivables offers dashboards, detailed reporting, and analysis tools:

- Cash Forecasting
- Resource Performance
- Aging Analysis
- Root-cause Analysis
- Top X Customer Analysis
- Projected vs. Actual Receipts
- Collections Effectiveness
- Dispute Cycle Time / Flow
- Credit Risk Warnings / Alerts
- Bad Debt Reserve

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