



## HID GLOBAL BOOSTS PRODUCTIVITY BY 100% & WINS 2009 SILVER SHINGO AWARD FOR LEAN INITIATIVES WITH THE HELP OF AVANTGARD RECEIVABLES

“Prior to introducing accounts receivables (A/R) automation, HID Global was challenged by processes that were manual, time-consuming and paper-based. Now, with the AvantGard Receivables solution, we are operating leaner and greener.”

- Bonnie Moree, CICP, Manager of Credit and Collections, HID Global

### Background:

HID Global is a trusted leader in providing access and ID management solutions for the delivery of secure identity. HID Global is focused on creating customer value worldwide with technology-based access solutions, issuance solutions, embedded technology solutions and logistics technology solutions.

The company offers an extensive portfolio of access and identification-related applications that can help any size of business maintain operational efficiency and reduce costs, while providing security for their facilities and properties.



### Challenges:

Bonnie recalls when she joined the credit and collections department at HID Global’s Irvine, California location in 2005, “The A/R environment was manual, inefficient and there was a significantly high number of overdue invoices.”

“There had been no easy way for collectors to record notes, document the payment performance of customers or generate account statements. Instead, paper files and handwritten notes were kept on each customer. This tedious labor was exhausting time that employees could have been utilizing to contact more customers throughout the day and ultimately collect faster on money owed,” said Bonnie. Therefore, a key area that Bonnie wanted to improve was ridding her department of manual tasks and reducing reliance on paper-based files and processes for the purpose of improving cash flow.

Additionally, management’s insight into the performance of each collector on staff was virtually nonexistent. This was another area that Bonnie was looking to improve with the introduction of receivables workflow automation.

### HID GLOBAL

Industry: Secure Identity Solutions  
Headquarters:: United States  
Environment: : Regional  
ERP System : Oracle 11.5.10

### SOLUTION BENEFITS DERIVED:

- Eliminated manual processes
- Reduced DSO - 7 days in Americas & EMEA; 15 days in Asia
- Return on Investment (ROI) achieved in less than 3 months
- Improved productivity by 100%
- Lowered amount of past due A/R

### Solution:

Not long after Bonnie began in the role as credit and collections manager at HID Global, she identified the need for an automated tool that could help address many of the inefficiencies in her department. "My positive experience with SunGard's AvantGard was listed on my resume and was discussed during my interview," commented Bonnie.

Bonnie had worked with the AvantGard Receivables GETPAID solution in a previous company with impressive results. As a result, she recommended the system as a great way to introduce automation and alleviate many of the inefficiencies surrounding paper-based processes, which HID Global was experiencing.

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Bonnie Moree, CICP, Manager of Credit and Collections, HID Global

After some evaluation, HID Global selected to implement the collections and dispute management functionality of AvantGard Receivables, an integrated, web-based solution that helps to drive automation, workflow and collaboration across the order-to-cash cycle, with analysis and reporting capabilities. Bonnie was pleased with the timeline from problem identification through to the implementation of AvantGard Receivables, which was accomplished within just 5 months.

The training provided by SunGard also proved to be valuable and comprehensive. In fact, Bonnie has mastered the system so well that she is now responsible for leading the installation and training of HID Global locations that are newly rolling out AvantGard Receivables.




### Results:

The AvantGard implementation has proven to be successful for HID Global, as it is helping to drive collections with a strategic, rules-based engine, as well as automatically tracking disputes for their timely resolution. Nearly immediately, employee productivity was driven upwards by 100% as a result of the automation of routine administrative tasks.

Now, collectors are no longer responsible for keeping track of handwritten notes and mounds of paper work concerning the status of customer accounts. Instead, AvantGard Receivables automatically stores account details and assigns follow-up instructions for each account. This has freed up a significant amount of time for the employees, who are now able to touch more customers throughout the day and in effect collect quicker on outstanding funds.

Visibility into collections data has also been enhanced, as now HID Global can obtain a centralized view of collections performance throughout the entire scope of its operations. Management is able to view collections data centrally from an integrated A/R platform, which is allowing them to be more proactive in monitoring customer behavior and cash flow, as well as set goals for each collector.



Tackling delinquent accounts and not accepting repeat bad business was another area that HID Global has been able to improve. AvantGard Receivables has helped Bonnie and her team to track the paying habits of customers and identify those customers who have repeatedly been late with their payments. Prior to introducing A/R automation, this type of information was not readily obtainable, and often the sales team would accept new business from customers who had been delinquent in the past. Now, however, the tool has made it easier for Bonnie's team to access historical information on customers and present this to the sales department before they actively pursue these potentially unfavorable deals.

HID Global's paper consumption has been drastically reduced as a result of automating more of its processes. This accomplishment has seen industry recognition, with the HID Global facility in Connecticut receiving the 2009 Silver Shingo Award for operational excellence. This is a national award which recognizes companies who have achieved world class performance and who promote lean operational concepts.

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Currently, AvantGard Receivables is implemented globally in 16 HID Global locations, including regions in the US, India, Asia, Europe and Latin America. The system has proven to be advantageous in helping the company to institute appropriate global policies throughout its regional A/R operations.

## ABOUT AVANTGARD RECEIVABLES

AvantGard Receivables helps companies manage strategic and major accounts as well as the order-to-cash life cycle, credit risk, collections, dispute resolution, cash application, dashboards and reporting for all accounts. Additionally, AvantGard Receivables provides collaborative solutions for sales and customers.

## ABOUT AVANTGARD

SunGard's AvantGard is a leading liquidity management solution for corporations, insurance companies and the public sector. AvantGard provides chief financial officers and treasurers with real-time visibility into cash flows and increased operational controls around receivables, treasury and payments. AvantGard helps companies drive free cash flow and reduce inefficiencies across the EcoSystem of suppliers, buyers, banks and other trading partners. For more information, visit [www.sungard.com/avantgard](http://www.sungard.com/avantgard).

## ABOUT SUNGARD

SunGard is one of the world's leading software and technology services companies. SunGard has more than 20,000 employees and serves 25,000 customers in 70 countries. SunGard provides software and processing solutions for financial services, higher education and the public sector. SunGard also provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software. With annual revenue exceeding \$5 billion, SunGard is ranked 380 on the Fortune 500 and is the largest privately held business software and IT services company.