



R·M·S

Case Study

Industry: Development, Design and Manufacturing
 Solution: RMS Cash Application
 Results: Reduced Quarterly Suspense From Over \$1M to Less Than \$100k and Cash Exception Processing Time Reduced by 48 Hours

Summary

As their business continued to grow, this company realized they needed to identify alternative resources to manage select portions of their portfolio; specifically their cash application process. The solution must not only meet existing requirements in a quality and cost efficient manner, but must also be designed to be expandable to accommodate continued future growth.

Customer Profile



With locations in over 55 countries worldwide, this science-based firm is involved in producing products for industries ranging from healthcare to abrasives to office supplies. This company reports global sales of over \$22B and is used in both the Dow Jones Industrial Average and the Standard & Poor's 500 Index.

RMS Solution

RMS assigned a top team of cash application experts to review the company's existing processes, assess where gaps might exist, and determine how to best integrate the applicable systems and team players to achieve the required goals.

- Determine and implement key quality 'check-points' through the entire cash application process
 - Improve turn-around times
 - Promote allocation accuracy
- Employ an on-shore/off-shore team solution using both RMS U.S. and India personnel and expertise to integrate the process quickly and efficiently
 - Maximize 24/7 processing to alleviate the existing backlog
 - Create the most cost efficient model
- Cross-train RMS resources to enhance productivity during peak periods

Results

Within 3 months, RMS significantly improved the customer's cash application process and reduced the suspense items by 90%; down from +\$1 million to less than \$100,000.

- Daily, random quality check-points conducted by the RMS U.S. team to continually monitor receipt allocation validation clearing
- Customer's TTP (Time-To-Process) for cash exceptions was reduced from over 72 hours to just 24 hours significantly
 - Reducing DSO
 - Improving cash flow
- Costs were contained while the need for 24/7 processing was eliminated once the backlog was erased
- Cross-training allowed RMS to easily adapt to the customer's business trends with no fluctuations in TTP or quality



For more information, please contact:

Darrel Hewson
 RMS Vice President-Business Development
 240 Emery Street, Bethlehem PA 18015
 Tel: 484-242-6685
 Email: darrel.hewson@rmsna.com