



Revenue Cycle Management:

Increasing Control Over the Order-to-Cash Process

Q1 2013

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The Current Accounts Receivable
Environment

Accounts Receivable Challenges

Drivers of Accounts Receivable
Automation

The Benefits of Revenue Cycle
Management

Emerging Technologies

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Executive Summary

Since our initial report in 2005, and updated coverage in 2008, there has been continued interest in the rapidly maturing set of technologies known as Revenue Cycle Management Automation (RCM). RCM encompasses a broad set of receivables, credit and collection management tools designed to streamline and enhance the order-to-cash (O2C) process. Initial RCM solution sets had a relatively limited focus on credit analysis, collections, deduction resolution, and remittance processing. Today the scope of RCM solutions is greatly expanded, in three respects:

1. In terms of the entire O2C continuum
2. The features available to these four practice areas
3. Accessibility to smaller organizations

In other words, today's RCM solutions offer considerably more functionality within an expanded universe than they did five years ago. The RCM arena continues to grow dynamically while also offering greater sophistication. Significant new players are still entering the market, contributing new innovations to the RCM automation universe, while the established players continue to offer product improvements. Analytics have become much more advanced and increasingly straight-through-processing (STP) opportunities within the O2C process are being facilitated. In short, the gaps in the O2C process are being filled.

All this leaves finance managers to struggle with the question of where to get started. Due to the explosion of options - from online credit application processing, electronic invoicing, automated collections and dispute workflow, remittance detail capture and matching, credit scoring and portfolio analysis - automation choices are far ranging, making the decisions more complex. PayStream's research suggests that the explosion of options, together with a lack of clarity about solution choices is slowing the adoption rate.

Revenue Cycle Management: Increasing Control of the Order-to-Cash Process is a PayStream Advisors Technology Insight report focused on AR automation solutions that leverage workflow, document management, and collaborative technologies to boost receivables performance. This report will help you:

- » Explore the different types of AR automation that span the order-to-cash process
- » Understand the business case for implementing RCM technologies to improve receivables management
- » Take the next step towards the adoption of AR automation