

Order-to-Cash  
**Process Maturity  
Scan**



Enhance your productivity,  
cash flow, and customer satisfaction  
with our pragmatic approach to optimizing  
Order-to-Cash processes.  
**We guide your process transformation.**

**Amsterdam**

De Passage 120,  
1101 AX Amsterdam  
info@trifinance.nl  
+31 (0)20 580 0330







**Rotterdam**

K.P. van der Mandelelaan 90,  
3062 MB Rotterdam  
info@trifinance.nl  
+31 (0)10 798 8728



## Why is productivity a key factor in optimizing your Order-to-Cash process?

### Benefits of a “digitally right” Order-to-cash process

-  Elimination of boring repetitive tasks
-  Less room for manual errors
-  Reliable, consistent & up-to-date data
-  Increase in customer satisfaction
-  Less risk of late payments resulting in better cashflow
-  Added value to work  
Less staff turnover

In the rapid tempo of today’s business landscape, mastering the Order-to-Cash cycle means embracing digital proficiency, not relying on manual or even out-dated processes.

Optimizing the O2C cycle through intelligent automation reduces errors and liberates key resources, accelerating the journey from order placement to revenue collection while ensuring consistent, reliable operations. It translates to increased customer satisfaction and robust financial health.

Digital refinement of this process cuts turnaround times and minimizes the risks associated with delayed payments and disputes, leading to improved cash flow management. Furthermore, efficient use of resources not only enhances employee engagement but also promotes higher retention rates, a crucial advantage given the current market’s talent scarcity.

Explore how our Process Maturity Scan can be the first step in enhancing your Order-to-Cash cycle. This marks the start of your journey towards becoming “digitally right”.

#### Amsterdam

De Passage 120,  
1101 AX Amsterdam  
info@trifinance.nl  
+31 (0)20 580 0330

#### Rotterdam

K.P. van der Mandelelaan 90,  
3062 MB Rotterdam  
info@trifinance.nl  
+31 (0)10 798 8728



## Our Process Maturity Scan is build-up helping you getting your O2C digitally right

### How does it work?

Our scan is very pragmatic. Our expert consultants thoroughly examine your Order-to-Cash processes, speak key persons within O2C and fill in the assessment tool. We analyse the data, generate an outcome and come up with a "Process Improvement Plan. This plan is your roadmap to achieving digital optimization, highlighting the specific areas for enhancement to guide you towards the ideal state of your processes.

### What is the set-up?

Our assessment tool is structured around eight key topics that are crucial for a comprehensive Order-to-Cash process analysis. Each topic is explored through a minimum of eight targeted questions. Responses are scored on a scale from 1, indicating an area is not applicable or needs significant improvement, to 7, signifying full control or a well-established process. The cumulative average of these scores mark your final intake score, offering a clear metric of your current O2C process maturity.

### What are the topics?

- 01 Terms, conditions & credit policy
- 02 Software, Data & AI
- 03 Order Management
- 04 Invoicing & Shipping
- 05 Account Receivables & Disputes
- 06 Payments, Allocations & Write-Offs
- 07 Insights, Analytics & Reports
- 08 Team management & training

Our eight assessment topics are dynamic, evolving with the latest trends in the Order-to-Cash field, market shifts, and software advancements, ensuring our analysis stays current and relevant.

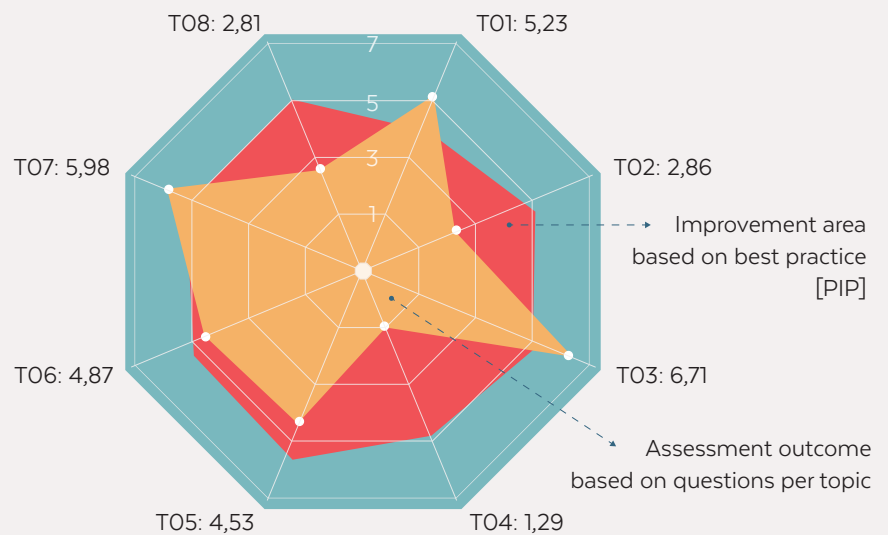




**Our mission is to deliver valuable insights and a follow-up plan from our PMS**

## How does the outcome look like?

Our approach is pragmatic, reflected in our presentation of results. Key topic scores are visually depicted in a radar diagram, while the overall maturity of your O2C organization is shown through a gauge. We provide clear advice for reaching the next level of digital proficiency. Additionally, we're committed to presenting these findings to all interested stakeholders and guiding your journey towards process optimization.



The radar diagram highlights the strengths and weaknesses in your O2C processes. Our Process Improvement Plan targets areas falling short of best practices. We collaborate with key stakeholders and our consultants to develop a project plan and improvement actions. Details from the assessment are shared and discussed in a blueprint meeting, ensuring transparency and alignment.

The PMS helps you knowing where you are and where need to go in terms of maturity

## What is your O2C process maturity?

We categorize maturity into five levels, from Level 0 (None) to Level 4 (Embedded), providing clear insights into your organization's O2C proficiency:

### Level 0: None (Avg 1.0 - 2.3)

Absence of structured policies or data-driven risk assessment, posing a high risk of financial instability.

### Level 1: Basic (Avg 2.4 – 3.8)

Manual operations with basic policies for new customer acceptance and focus on significant amounts for existing customers.

### Level 2: Conscious (Avg 3.9 – 5.0)

Order-to-cash plans with some automation in reminders, and initial steps in risk management and sales department collaboration.

### Level 3: Integrated (5.1 – 6.5)

Advanced, data-driven approach with automated processes, clear financial goals, and cross-departmental collaboration.

### Level 4: Embedded (> 6.6)

O2C is central to operations with advanced digital risk assessment, e-invoicing, data analytics, customer satisfaction focus, dispute management, and AI integration.

Each level is a step towards optimizing your O2C processes, with our support to guide you through each stage of maturity.







## Our Process Improvement Plan will guide you towards a sustainable O2C future

### What are the next steps?

Upon identifying your improvement areas and maturity level, our Process Improvement Plan outlines your next steps for maturing your O2C process, tailored to your specific needs. Here are some key areas we address:

#### **Credit Policy:**

We collaborate to create or refine your credit policy, ensuring it covers all aspects of the O2C process. Our experienced consultants guide you through writing, validating, and implementing this policy company-wide.

#### **Software:**

We assist in upgrading or selecting new software to enhance your O2C architecture. Our expertise in market options and partnerships with project-driven vendors ensures you get the best solutions. Our tooling helps in software selection, streamlining your RFI/RFP processes and vendor meetings.

#### **Data & Insights:**

Understanding your data is crucial for digital efficiency. Our Business Insights & Analytics team helps you decipher your data and develop insightful reports, giving you a clearer picture of your O2C operations. Additionally, our Data Analytics services assess the quality of your debtor data and financial risk exposure.

These examples illustrate just a few outcomes of the PMS. Other findings might include staffing shortfalls or inefficient workflows. Regardless of the outcome, our consultants are ready to assist you in advancing to the next level of O2C process maturity.

#### **Amsterdam**

De Passage 120,  
1101 AX Amsterdam  
info@trifinance.nl  
+31 (0)20 580 0330

#### **Rotterdam**

K.P. van der Mandelelaan 90,  
3062 MB Rotterdam  
info@trifinance.nl  
+31 (0)10 798 8728



Pragmatic from the beginning  
to the end and always at your  
side

## We created a pragmatic approach to roll out our Process Maturity Scan and its follow-up in 6 simple steps:

Intake

Step 1

The intake process takes place within your organization and involves discussions with key personnel such as the Order-to-Cash manager or any financial manager involved in the processes. This initial meeting is focused on understanding your expectations and serves as an opportunity to address any questions, laying the groundwork for our collaboration.

Assessment

Step 2

Our consultant will visit your company to conduct interviews with staff and key stakeholders, and to review essential documents related to the Order-to-Cash process. This is to ensure comprehensive answers to the PMS questionnaire. The duration of this stage varies depending on the company's size, ranging from a few hours to several days

Analysis

Step 3

After completing the questionnaire and collecting all necessary documents, we will analyze this information to prepare our report. It will include a detailed breakdown per key topic, our specific findings for each, and the overall maturity index. The report will conclude with a summary of our insights and be presented in a visually appealing format.

Improvement

Step 4

We will present our findings at your company, detailing the Process Improvement Plan. During this presentation, we will focus on up to three key areas for improvement in the next phase. Following your agreement, we will finalize the Process Improvement Plan and provide you with the detailed strategy.

Project

Step 5

In step 5, we transform the theoretical insights gained from previous steps into practical change initiatives. If required, we will lead the project, establishing the necessary requirements and assembling teams to ensure a smooth and efficient transition towards digital proficiency in the most effective manner.

Wrap-up

Step 6

At the conclusion of each project, we conduct a comprehensive wrap-up to review our starting point and the accomplishments achieved. This evaluation is added to your report, paving the way for any subsequent projects within the Order-to-Cash spectrum.

6

### Amsterdam

De Passage 120,  
1101 AX Amsterdam  
info@trifinance.nl  
+31 (0)20 580 0330

### Rotterdam

K.P. van der Mandelelaan 90,  
3062 MB Rotterdam  
info@trifinance.nl  
+31 (0)10 798 8728

**TriFinance**  
Financial Management Solutions

Process Maturity Scan  
Digitally Right

About

# Financial Management Solutions (FMS)



## TriFinance Financial Management Services (FMS)

TriFinance Financial Management Services (FMS) is founded on the principle of transforming end-to-end financial processes across companies to strengthen their financial health and continuity.

Our strength lies in being a Full Service Provider, specializing in Order-to-Cash (O2C), Procure-to-Pay (P2P), Business Intelligence & Analytics (BI&A), and Record-to-Report (R2R) Finance Transformations.

Driven by core values of human growth, market insight, and a pragmatic approach, we guide our clients through their financial transformation projects.

**Pragmatic | Innovative | Personal**

Curious about the possibilities?

**Let's connect**

**Luc Godfroid** CCM

Expert Manager Order-to-Cash

M: +31 638 328 165

E: [luc.godfroid@trifinance.nl](mailto:luc.godfroid@trifinance.nl)

W: [www.trifinance.com](http://www.trifinance.com)

### Amsterdam

De Passage 120,  
1101 AX Amsterdam  
[info@trifinance.nl](mailto:info@trifinance.nl)  
+31 (0)20 580 0330

### Rotterdam

K.P. van der Mandelelaan 90,  
3062 MB Rotterdam  
[info@trifinance.nl](mailto:info@trifinance.nl)  
+31 (0)10 798 8728