## Proactive Sales Order Management Puts More Money in Your Bank, Faster

Wouldn't it be great if closing a sale meant guaranteed revenue? If, once orders were placed, time-to-revenue recognition was predictable and swift?

As we all know, that ideal world is far from reality. Complex sales order management processes and dependencies on multiple systems, sales and installation channels all collide to create breakage points in the sales-to-revenue journey. Sometimes customer order information is inaccurate or incomplete. Other times promotions aren't updated in back-end billing systems. Or vendors can't get on-site to install products fast enough, causing customers to lose interest and churn.

As a result, time-to-revenue is often delayed. Even worse, in about 20 percent of cases, revenue is never recognized. Industries dependent on vendor-driven installations are particularly prone to this problem: order failures often occur on the day they were originally scheduled to be done because customers refuse installations or aren't on-site, or technicians arrive late to appointments and can't finish the job.

### OnProcess Revenue Enablement Service

OnProcess Technology takes a proactive approach to sales order management that eliminates many breakage points and helps you realize more revenue, faster.

We pioneered post-sale supply chain managed services over two decades ago and it remains our sole focus today. Leveraging best practices honed over these years plus our predictive analytics expertise, we identify orders that have a high propensity to fail and take steps to avoid the problems. When issues do arise, we perform casual-effect analytics to uncover root causes and recommend changes to avoid future breakage. Underlying everything is OPTvision$^{SM}$, OnProcess' proprietary real-time visibility and microanalytics control tower, which aggregates wide-ranging, order-related data, escalates issues as they occur and delivers outcome-changing insights.

All this enables us to optimize order accuracy and processing, quickly resolve outstanding breakages, improve customer onboarding and complete more installations.

# OnProcess Service Components

- **Sales Order Helpdesk**
  We process sales orders, from onset to exceptions, for all your targeted channels. When needed, we work with third parties to ensure customer environments are ready for your products to be installed.

- **Customer Entitlement**
  We evaluate whether customers are eligible to receive your product/service, checking everything from address serviceability to credit scores and deposit payment processing.

- **Order Fallout Resolution**
  We ensure orders have the right information so they can be fully processed. This includes resolving provisioning, billing and address errors, and reaching out to customers to fill in missing data.

- **Installation Management**
  We reduce last-minute fallout by using multiple channels to remind customers about scheduled vendor installations and making sure installers can access the premises. We also cover the bases with self-installations, contacting customers to help with activations. And to promote product adoption, and thus minimize the chance of returns and cancellations, we proactively educate customers about how to use and get the most from your offering.

- **Connect Breakage**
  We call customers who cancel installations to address and alleviate their concerns and attempt to reinstate their orders. When installations are on hold or delayed, we contact affected customers to offer incentives for them to wait, so they don't churn.

# OnProcess Revenue Enablement Advantages

### Speed Time-to-Revenue
By automating key processes, improving order accuracy and resolving current and potential breakage points, we help you complete orders quicker. This can be game-changing. One of our clients, for instance, reduced order-to-installation time from an average of 4 days to 0.6 days, enabling them to recognize revenue 85 percent faster.

### Increase Order Completions and Revenue
Scheduling has a tremendous impact on installation rates. As a result of OnProcess' proactive scheduling outreach, a client who had a 27 percent installation failure rate was able to reduce it by seven points. This increased their revenue by $22 million, equating to a 20 percent improvement in operating cash flow.

Another client, who reduced churn by four points when OnProcess proactively educated their new customers during onboarding, saw annualized revenue go up by $5 million and realized a 6X ROI.

### Cut Costs
By integrating disparate systems and automating manual processes, we reduce the number of transactions needed to complete orders. This saved one of our clients

### Improve Customer Satisfaction
Not only do our clients get fewer calls from customers about order and scheduling problems, they see significant increases in Net Promoter Scores (NPS) – tangible proof that our nuanced outreach is effective. A client whose installation issues had been previously causing customers to cancel services boosted NPS from 20 percent to 70 percent.

To learn how OnProcess can optimize your sales order management and speed time-to-revenue, contact us at **sales@onprocess.com** or visit **www.onprocess.com.**