



HFS Hot Vendor: HighRadius

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Introduction

The HFS Hot Vendors are an exclusive group of emerging players, each with a differentiated value proposition for the HFS OneOffice or HFS OneEcosystem. HFS analysts speak with numerous exciting startups and emerging players.

We designate a select group as HFS Hot Vendors based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and the impact in our OneOffice and/or OneEcosystem Frameworks. The HFS Hot Vendors may not (at the time of writing) have the scale and size to be featured in our Top 10 reports, but they have the vision and strategy to impact and disrupt the market.

Author: Saurabh Gupta

Large ERPs lack robust functionality across several aspects of the order-to-cash (O2C) process, such as customer credit and risk management, dispute management, and billing pre-processing. Order management and credit management are almost always handled by different teams, which results in data silos. While SAP and Oracle provide a robust system of record, they do not reduce the daily mundane and administrative work across the O2C process. Extensive use of shared services and third-party outsourcing and offshoring has reduced the cost of O2C, but most Global 2000 organizations continue to struggle with data silos, higher dispute resolution cycle time, high DSO, and, ultimately, a sub-optimal working capital situation. This is where HighRadius' cloud-based and AI-powered Integrated Receivables platform and Treasury Management platform fit in.

HighRadius started in 2006 with basic screen-scraping and RPA agents to automate manual tasks of consolidating necessary documents for accounts receivable automation, such as downloading claims and proofs-of-delivery. It progressively invested in its product roadmap by going to the cloud in 2010 and introducing AI in 2014. Last year,

it released an Autonomous Receivables offering that sets order-to-cash on autopilot using artificial intelligence (AI), machine learning (ML), and digital assistants, allowing receivables teams to focus on more strategic decision making. Today, the Autonomous Receivables module is live with four customers and counting.

HFS' conversations with HighRadius' clients revealed that the primary motivation for implementing the software was optimizing working capital—cash preservation, flow, and forecasting. Clients like its cloud-native, ERP-agnostic, fast implementations, and one-stop-shop solution for AR modules (cash app, credit risk management, deductions, collections, and EIPP) versus a patchwork of technologies. One of HighRadius' clients mentioned, "HighRadius gave us the most complete end-to-end solution, and we were up and running in several countries within two months." While there are areas where HighRadius can continue to improve (such as greater integration across its modules and providing a sandbox testing environment), clients applaud the product vision, innovation roadmap, and tangible business outcomes they have been able to achieve.

HFS' take

We recognize HighRadius as an HFS Hot Vendor because of how well its solution roadmap aligns with our vision for the future of finance. HFS believes that transactional F&A must be “invisible” to elevate finance as a strategic business partner. “Invisible F&A” is the state of an F&A function where accounting transactions run like water and finance professionals focus on driving strategic objectives. Invisible finance will result in continuous accounting that requires no waiting to close books, provides effortless payables and receivables with near-zero cycles, and supplies real-time analytics capabilities that enable proactive decisions. HighRadius Autonomous Receivables promises to do just that for the O2C process, making it invisible and autonomous and allowing AR teams to focus on strategic decision making.

The role of the smart CFO is evolving from being the bottom line and compliance enforcer to a trusted business partner driving profitable growth. Finance is emerging as a critical business partner to power organizational business imperatives, including driving growth, entering new markets, launching new products, and improving customer experience. The old days of finding cheaper labor and some better packaged software have pretty much been exhausted. The new thinking is to change how finance is delivered, and cloud-enabled AI-powered solutions like HighRadius are showing the way.

HFS also expects that the demand for products like HighRadius that help organizations better manage their working capital will surge after the pandemic shock, as cash will be king in a recessionary economy.

Vendor factsheet

- Founded in 2006, HighRadius is a Fintech enterprise software-as-a-service (SaaS) company that leverages artificial intelligence-based autonomous systems to help companies automate accounts receivable and treasury processes
- HighRadius has a client base of over 200 Global 2000 companies, manages annual transactions worth \$1 trillion+ through its platform, and has completed 950+ finance transformation projects across six continents and 45 countries
- HighRadius has recently acquired the status of a unicorn with Series B funding of \$125 million
- The company has over 1,000 employees with offices across Houston (TX), India, London, Frankfurt, and Amsterdam

Solution portfolio

- The Integrated Receivables platform includes credit cloud, EIPP cloud, cash app cloud, deductions cloud, and collections cloud
- The Treasury management platform includes cash forecasting cloud, cash management cloud, and bank reconciliation cloud
- The HighRadius RadiusOne AR Suite includes a set of AI-powered solutions designed to support AR processing for mid-sized companies across industries with a complete order-to-cash solution
- The One Performance Platform brings in high-performance culture for accounts receivable teams powered by real-time visibility, goal-setting, and benchmarking for measuring business outcomes

Partnerships

HighRadius has partnerships with many banks, including Citibank, Bank of America, and Mastercard, to automate accounts receivable processes for their clients. Most recently, HighRadius announced a strategic partnership with Genpact to provide improvements to enterprise accounts receivable and to bring digital automation solutions. It has technology partnerships with

various organizations, including Chase, CyberSource Corporation, First Data, NACHA, PPRO, Confirmation, and o9 Solutions. HighRadius completes most of its implementations using its in-house professional services team, but it has begun expanding its partner ecosystem to include other service providers.



About HFS

Insight. Inspiration. Impact.

HFS is a unique analyst organization that combines deep visionary expertise with rapid demand side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries.

Its analysts are respected for their no-nonsense insights based on demand side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as “RPA” (Robotic Process Automation) in 2012 and more recently, the HFS OneOffice™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation, Artificial Intelligence, Blockchain, Internet of Things, Digital Business Models and Smart Analytics.

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