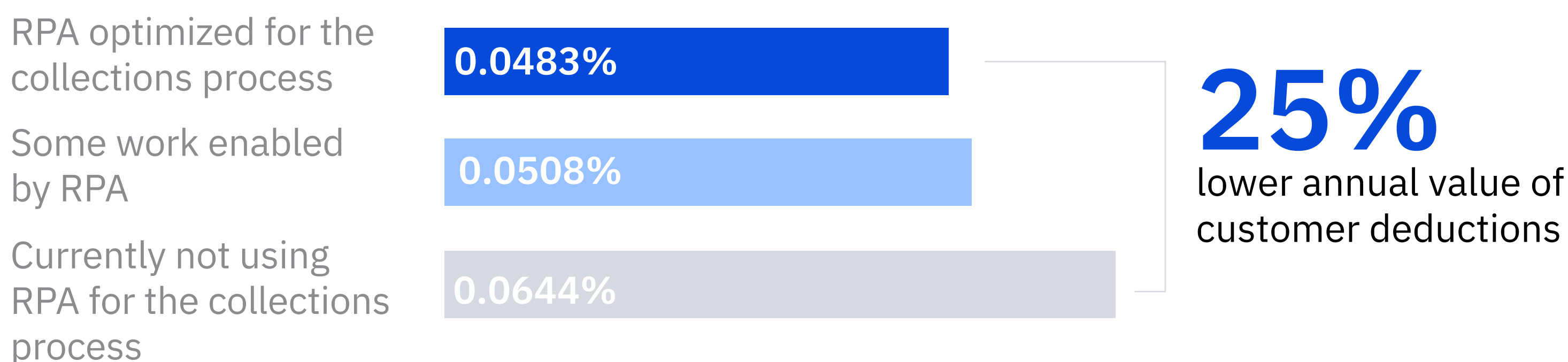# How AI and other emerging technologies are benefiting order to cash (O2C)

Successful organizations embrace emerging technologies to streamline the O2C processes

Organizations that have fully implemented cognitive capabilities for finance operations cost optimization have cut average invoice cost to $11.03.

Fully implemented	$11.03
Piloting	$12.76
Not considering	$14.05

22%
lower cost to process an invoice

... and those that have optimized robotic process automation (RPA) for the collections process have 25% lower uncollectible balances as a percentage of revenue.

RPA optimized for the collections process	0.0483%
Some work enabled by RPA	0.0508%
Currently not using RPA for the collections process	0.0644%

25%
lower annual value of customer deductions

With blockchain, more customers directly pay their original invoices without requesting adjustments.

25%
fewer invoices adjusted by the customer prior to paying

30%
Organizations that have optimized the use of blockchain in O2C

40%
Others

Leading finance organizations leverage AI, process automation and blockchain technology in order to cash.

How ready is your organization to apply emerging tech to its finance function?

To learn more, visit:

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