

# THE SOUND OF MONEY: MUSIC TO THE EARS

Redefining collection strategies  
for an entertainment giant.

A major music company  
with interests in recorded music,  
music publishing, and artist services.



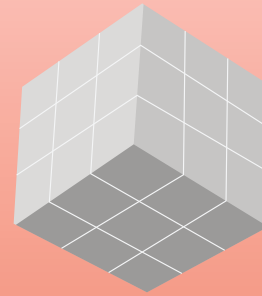
## CHALLENGES

The client's finance department faced issues related to collections efficiency, deductions management performance, and losses due to store closures and customer bankruptcy. Other major challenges encountered were:



● Huge past due average (32%)

● Limited visibility on business performance metrics



## SOLUTIONS

Infosys BPM built a statistical model with Tableau that:

- ▶ Predicted the customers' propensity to delay/default on payment
- ▶ Analysed customers' Credit Risk Summary to provide a complete 360-degree view of customer profile and performance
- ▶ Developed a chargeback dashboard to find out the root cause and monitor trends and patterns
- ▶ Prioritised collection based on the propensity score for each customer according to their delinquency grade

## BENEFITS

Infosys BPM flawlessly delivered this finance transformation project via:



- ▶ Implementation of an end-to-end credit-to-cash solution
- ▶ Analysed customers' Credit Risk Summary to provide a complete 360-degree view of customer profile and performance
- ▶ Developed a chargeback dashboard to find out the root cause and monitor trends and patterns
- ▶ Prioritised collection based on the propensity score for each customer according to their delinquency grade

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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