proservartner

Order-to-Cash Transformation

Strategy, implementation and AI-powered execution. Fully integrated

Proservartner is a transformation adviser to Finance and GBS leadership, with deep specialism in Order-to-Cash (O2C). With 100+ practitioners, 91 AI and automation partners, and 15+ years average team experience across Europe, the Middle East, Asia, North America and LatAm, we connect strategy, process redesign and AI-powered execution to deliver measurable working capital, cost and service outcomes.

OUR O2C CAPABILITY — 10 SERVICES, ONE INTEGRATED OFFER

01 Strategy & Operating Model

Define a clear O2C vision and operating model aligned to business goals. Scalable structures that create competitive advantage.

02 Diagnostics & Benchmarking

Industry benchmarks and maturity assessments to identify performance gaps and prioritise the initiatives that deliver the greatest impact.

03 Process Optimisation

Redesign and standardise end-to-end O2C processes — eliminating inefficiencies, reducing variation and embedding high-quality workflows.

04 Data & Technology Transformation

From data cleansing to system selection and implementation, we enable your O2C processes with the right digital tools, automation and AI-driven insight.

05 Automation & AI Enablement

We assess, design and implement automation to streamline operations, improve compliance and maximise ROI while navigating regulatory requirements.

06 Treasury & Cash Management

Optimise cash flow and working capital through improved treasury processes, visibility and financial controls.

07 Sourcing & Operating Model

Evaluate and optimise the balance between in-house and outsourced activities across order management, collections and dispute resolution.

08 Change Management

Structured change approaches — embedding new ways of working, engaging stakeholders and building internal ownership.

09 Training, Coaching & Upskilling

Tailored O2C training programmes covering technical, operational and transformation capabilities to sustain long-term performance.

10 Surge Resourcing

Experienced O2C professionals to manage backlogs, support transformation and maintain business continuity during periods of change.

The four O2C value pillars we transform with Sidetrade

CASH APPLICATIONS	COLLECTIONS	CREDIT	DISPUTES
Accurate, timely application of customer payments.	Proactive follow-ups and strategies that improve cash flow.	Risk assessment and credit management to enable growth.	Efficient resolution to strengthen customer relationships.

CASE STUDIES — RESULTS WE HAVE DELIVERED

FUJIFILM | *Manufacturing* | Strategy & Operating Model

A focused transformation to streamline processes, drive automation and unblock significant financial value.

£2.5M	7 days	10%	50%
Cost reduction in one year	Working DSO improvement	Reduction in bad debt	of Finance HQs moved into SSC

UNIVAR SOLUTIONS | *Chemicals* | Process Optimisation

Simplifying operations, increasing automation and unlocking sustainable financial performance.

30%	21.1%	$25.6M	0
Increase in auto-post rates	Decrease in outstanding credit memos	Resolved across 2,106 invoices	Credit holds — first time in 3 years

KLM | *Transport & Logistics* | Change Management

A structured change programme to simplify operations, enable automation and unlock value across the organisation.

€85M	€5M	33–66%	Enhanced
Opportunity to earn via automated cash flow	Through automated banking activities	Reduction in bank accounts	Reporting & financial oversight

CROWN | *Packaging* | Data Transformation

Strengthening MDM, improving data visibility and unlocking operational control and value.

Reduced	MDM	5	Rapid
DSO from minimised disputes	End-to-end implementation with governance	Solutions benchmarked for the CIO	O2C diagnostic across systems & entities

SWAROVSKI | *Retail & Luxury* | Collections & DSO Transformation

End-to-end O2C uplift across a complex multi-channel retail and wholesale footprint — sharpening collections discipline and unlocking working capital.

20–30%	15–25%	Multi-channel	Embedded
Improvement in cash collection	DSO reduction to release working capital	Retail, wholesale & e-commerce alignment	Collections playbook & SSC governance

WHY PROSERVARTNER

Deep O2C Experience

- Specialists with 15+ years average experience
- Cross-industry, Big 4 and SI backgrounds
- Practitioners — not just advisers

Functional & AI Knowhow

- 91 AI and automation partners
- Finance, HR, Procurement, IT and Ops
- Helped a wide range of enterprises take the next step

Global Reach

- Europe, Middle East, Asia, North America and LatAm
- Multi-jurisdiction transformations
- Big enough to deliver, small enough to care

Practical & Results-Focused

- Focused on ROI and performance
- We don't just deliver — we teach as well
- Straight-talking, value-for-money



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