

Quote to Cash Automation Case Study Mallinckrodt Pharmaceuticals

EXECUTIVE SUMMARY

Mallinckrodt Pharmaceuticals is a leader in the field of chemical manufacturing and medical products worldwide. The Mallinckrodt brand combines substantial knowledge in pharmaceutical ingredients and products with a strong heritage of manufacturing quality. Since 1999, Mallinckrodt has partnered with DataServ for Quote to Cash (Q2C) automation, supporting credit and collections within its global accounts receivable (AR) group.

BUSINESS CHALLENGE

Mallinckrodt's credit/collections teams were struggling with inefficiencies resulting in extended days sales outstanding (DSO) and unnecessary write-offs, primarily because of problems locating invoices and credit documents when they were needed to support follow-up with their customers. Because Mallinckrodt had grown through numerous acquisitions, they had six enterprise resource planning (ERP) platforms in place at one time and they sold multiple products to the same customers from several of these divisions/systems.

HOW DATASERV HELPED

The DataServ Q2C solution provides instant, accurate access to invoices, credits and debits for credit managers across all customers, all orders, or specific shipments, thus allowing them to resolve all questions from customers, salespeople or management in real time. Features such as Document Linking allow for quick access between related documents, even if the first inquiry is only about a specific invoice or transaction. Mallinckrodt users can also easily export a standard PDF and launch an email in their native system with the click of a single button within DataServ's user-friendly platform while they are on the phone talking with the customer. These invoice copies can be annotated within the system as well to help resolve payment issues quickly and clearly, which helps to strengthen customer relationships while ensuring collections occur on time.

Collaborating with Mallinckrodt credit/collections and IT staff, DataServ implemented our standard process to receive daily data feeds containing all invoices created from each different system that day. DataServ processes the data into exact legally acceptable electronic image documents and makes them available to any credit team member anywhere in the world from their desktop, providing timely and complete access for Mallinckrodt staff. An automatic process validates the completeness of all data transmissions so that

no documents are missing. DataServ retention management ensures that all documents will be available online as long as required.

"We have been very pleased with our Q2C solution from DataServ. All documents are easily accessible, which has resulted in better relationships with our customers as well as improved DSO."

— Brian Deneau
Director of Credit & Collections, Mallinckrodt

A LASTING SOLUTION

Though there has been turnover and changes in control and management at Mallinckrodt in the many years since they began using DataServ's Q2C solution, DataServ has always supported the evolving needs of Mallinckrodt's AR department. The solution is still highly relevant and productive for Mallinckrodt's users, and management has been pleased with the total cost of ownership and return on investment.

Today, fewer staffers are handling a higher volume of transactions with improved DSO. Mallinckrodt's IT department has continued to have minimal involvement in the support, maintenance or funding of this solution within Mallinckrodt. This has allowed them to focus on more mission critical technology projects such as ERP consolidation and merger and acquisition activities. As additional acquisitions or divestitures are being made, the DataServ solution continues to adapt and provide flexibility without high costs and slow customization, allowing Mallinckrodt to be more agile in its business.

DataServ has numerous other client success stories in the form of additional case studies and video testimonials. A short phone call or quick email is all it takes to find out more. Call us today at 877-700-DATA (3282), email us at info@DataServ.com or visit us at www.DataServ.com to get started.