



Optimizing HighRadius

Low risk, high reward—and more ROI

Here's a theme we see time and time again: Organizations take the leap in digitizing their Order-to-Cash (O2C) processes, hoping it'll help improve cash flow, drive growth, and create long-term relationships with business partners.

It's why you've landed on the market-leading tool—HighRadius. But what you get out of it is only as good as what was put into your implementation. If you're not seeing the full functionality you hoped for, it's time to recalibrate. That's where we come in.

How we can help

We start every engagement with a thorough scoping phase that understands where you are—so we can map to where you're going. That includes these four areas of focus:



Your hope for the tool: We look at the benefits you first wanted to see during initial design. We'll uncover if they still make sense for your team, and how your additional Wish List items and open Help Desk tickets fit into your roadmap.



Where you are on your journey: Working side-by-side with your team, we observe how you currently use the platform to understand key pain points and ROI left unclaimed.



The roadblocks you're facing: We dive deep into your challenges, identifying root cause and analyzing your master data for formatting, cleanliness, and ease of use.



Your subscription and if it's right for you: We'll help you understand your current version of HighRadius, including any gaps it might be causing in your processes.

What we'll need from you

- ✓ Approval to review your design, Help Desk tickets, Wish List, and Smart Sheet items, along with the results of the simulation if applicable
- ✓ A 1-2 hour workshop with your team (per module) to gain a deep understanding of today's ways of working
- ✓ Ad-hoc follow-up exchanges, focused examples, screen shots, and tactical questions for additional data gathering
- ✓ Approval to review your current subscription by module

When all is said and done, you'll leave with a strategic roadmap for how to achieve your vision, a breakdown of what you can do on your own or with our help to get there, and a clear estimate of how much it will cost.

CASE STUDY

We go beyond the standard process and outcomes

When one regional convenience store chain came to us, they weren't seeing the value they were promised on the platform. With challenges like non-standard use cases, unclear data, lack of trust in their payment processing, and inadequate training, they weren't sure their investment in HighRadius made sense long-term.

That's when we stepped in to drive value creation by:

- Performing recommended functional process changes, including data optimization and technical upgrades
- Supporting, drafting, and tracking Help Desk tickets that had been stalled or remained open with no update on status, timing, and outcomes
- Communicating holistic value with key stakeholders beyond the standard MASC process

When we hit go-live, we increased platform time savings from five hours per week to over 33. (That's nearly equivalent to one full-time hire out of their five-person team!)

“ We're finally getting the value out of HighRadius that we thought we paid for. ”
– Senior Manager, Treasury

Why Clearsulting

Beyond our functional and technical knowledge of the HighRadius platform, you'll also benefit from:

- A holistic view of end-to-end business outcomes across the O2C value chain
- A flexible, user-focused approach to project management
- Recommendations on improving and automating processes across the office of the CFO
- 100% onshore delivery services

Go further with Clearsulting

Our innovative problem solving and proven technology workflows help finance leaders embrace digital to become better business partners. Acting as a link across your business, we connect your vision with the processes, technology, and systems that yield success. Our services take a digital-minded approach to push your business further.

Get started

If your HighRadius solution needs a fresh look, let's talk.

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