

The key to faster payments: A smarter customer portal

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Today's challenges



Inefficient cash flow management

- As companies grow, the management of cash becomes an increasingly complex undertaking.
- Late payments and delayed billing cycles can cause cash shortages, limiting investment, growth, and financial obligations.



Time-consuming AR tasks

- Manual invoice management, payment follow-ups, and account reconciliation are time-consuming and resource-intensive.
- This process limits focus on strategic growth.



Limited financial visibility and control

- Without real-time access to accounts, transactions, and cash flow, managing risks and making informed decisions becomes difficult.
- The lack of financial visibility hampers strategic planning and response to business changes.



Poor customer experience

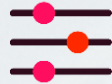
- Customers expect flexible payment options in today's market.
- To retain customers and avoid delays or lost revenue, businesses must offer a seamless payment experience.

Key features of a cutting-edge customer portal



24/7 Customer payment dashboard

- Your customers can access invoices and payment history anytime.
- Improve convenience and reduce delays



Flexible payment options

- Pay one or multiple invoices using various methods like ACH transfers or credit cards
- Simplify single and bulk transactions



Auto-pay for future invoices

- Set up auto-pay for future invoices
- Ensure timely payments and improve cash flow predictability



Multi-currency support

- Accept payments in multiple currencies, simplifying global transactions
- Eliminate currency conversion complexities



End-to-end security & compliance

- Secure, encrypted payments that meet top industry standards
- We protect your data and ensure compliance

A seamless customer onboarding

Clarity

Automated invoicing that is clear, easy-to-read, and predictable.

Personalization

Reminder communications with tailored, relevant information

Flexibility

24/7 complete, self-service access to all relevant information

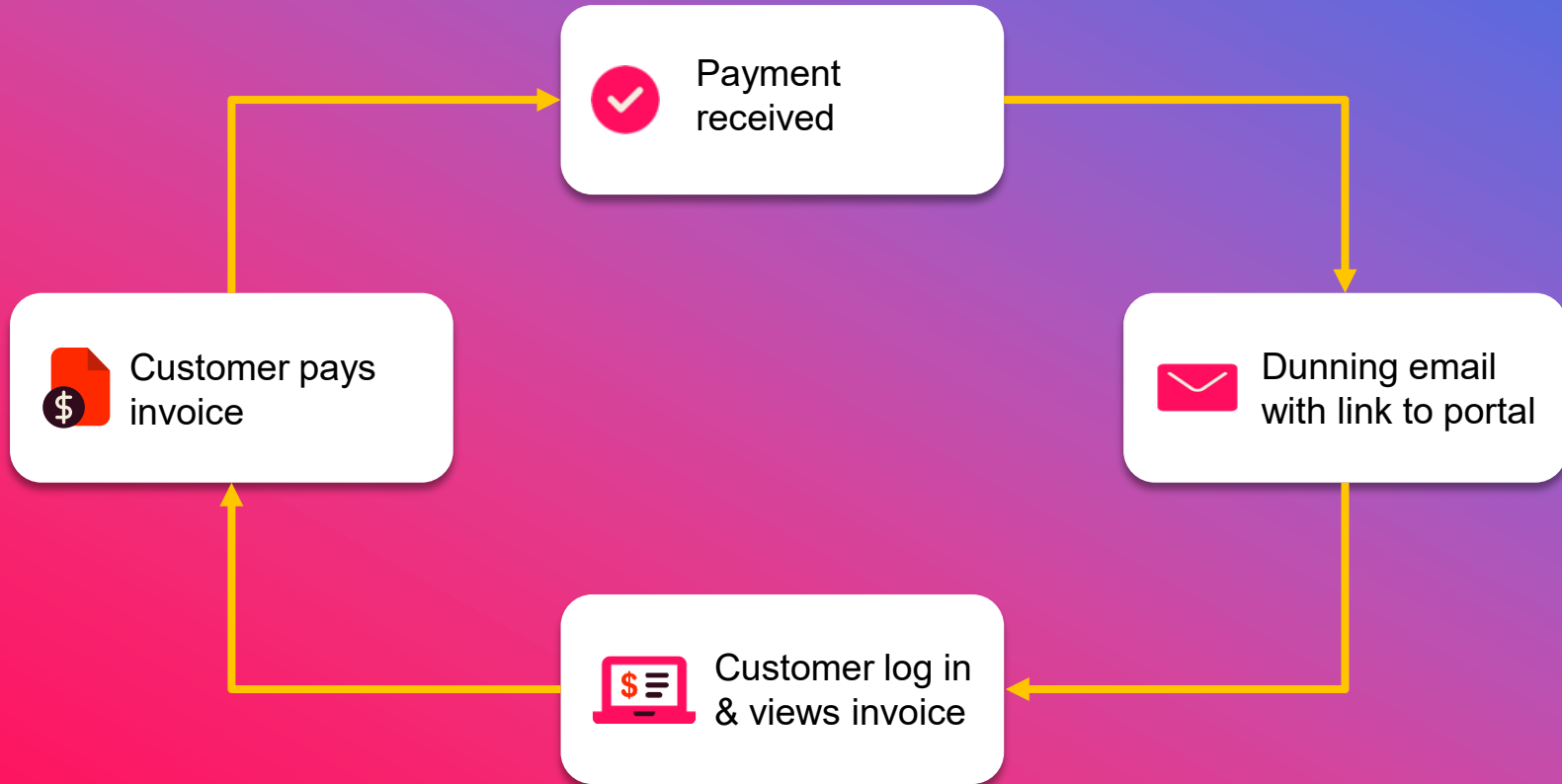
Support

Real-time financial data for faster dispute resolution to resolve issues



100% of customer portfolio coverage in the portal

Achieve a touchless collections cycle



Where AI-powered automation delivers

High-impact results for the competitive advantage



Reduce manual work by up to 80%

Eliminate repetitive tasks for AR teams by reducing calls, emails, and paperwork



Eliminate errors and dispute cycles

Automate payments and invoicing, and achieve faster reconciliation



Optimize DSO & cash flow visibility

Gain real-time insights into cash flow and outstanding invoices

About Serrala

750+

Team members

Focused on AR, AP, payments, cash & treasury and data & document management

40+

Years' experience

2,500

Global customers

Customers include 25% of Global Fortune 100 companies

Multiple hubs

Across EMEA, North America and India

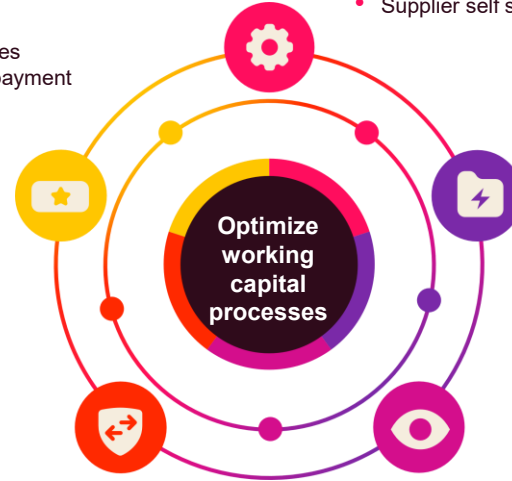
Our functional solution expertise

AR automation

- Credit management
- Risk & compliance
- Collections & disputes
- Bill presentment & payment
- Cash application

AP automation

- Invoice capture
- Accounts payable automation
- Supplier self service



Data & document management

- Archive service
- Data volume management
- Legacy decommissioning
- Privacy and compliance
- Audit readiness

Payment management

- Payment processing
- Global payment factory
- Connectivity & formats
- Payment compliance
- Fraud monitor & prevention

Treasury & cash visibility

- Cash management
- Liquidity planning
- Treasury & risk management
- In-house banking
- Bank account management
- Bank relationship management



Let's stay connected

Book a demo to discover how modern customer portals are key to a smarter collections process.



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Thank you

