RECVUE

Cold Chain Supply Solution

Abstract

In an era where efficiency and cost-effectiveness are paramount, Oracle, alongside The Hackett Group and RecVue, undertook the significant project of replacing an outdated SAP solution for one of the world's largest cold chain 3PL providers.

Industry Background

Cold Chain in the 3PL Sphere: At its essence, the "cold chain" within third-party logistics (3PL) signifies a consistent temperature-regulated process of moving and storing goods - from production to end-consumption. This can span across various products including food and medicinal items.

In 2022, the global cold chain market's worth stood at USD 233.2 billion, with a predicted CAGR of 18.6% from 2023 to 2030. This surge can be attributed to the expanding online buying trends spanning a broader range of products. Consequently, this has intensified the pressure on 3PLs, pushing for more agile warehouse operations. Consumers now, more than ever, prioritize swift deliveries.

Advanced technological investments, like Oracle Cloud and the RecVue Billing and Revenue platform, offer cold storage operators the boon of real-time monitoring for inventory and billing. Such advancements not only refine inventory management but also solidify the overall effectiveness of the cold chain logistics system. Financially, this means a sharp decrease in Days Sales Outstanding (DSO), which is pivotal at a time when capital costs are soaring.

The Challenge

The company's primary challenges lay in accurate and timely billing and billing schedules dependent on data mediation and validation from many disparate sources. With over 250 global warehouses and a multitude of differing warehouse management systems, data integrity became a considerable challenge.

This scenario had severe repercussions on the billing processes, often leading to disputes, delayed invoices, and consequently, postponed customer payments. The absence of data visibility and automation only made matters worse, particularly when confronted with the complexities of contractual changes and the subsequent intricate billing scenarios.

The Process

Faced with an outdated SAP system and an old home-grown billing solution, the company employed The Hackett Group to scout for a comprehensive solution for their entire cold chain operation. The primary objective was to enhance customer satisfaction while simultaneously optimizing cash flow.

The selection journey zeroed in on Oracle Cloud in tandem with RecVue, in comparison to SAP. The Hackett Group curated a detailed set of use cases to facilitate the evaluation of Oracle Cloud and RecVue. Identical use cases were handed to the present service provider, SAP, to create a fair comparative ground. Subsequently, each vendor showcased their solutions via extensive work-shops and dialogues with customer. A thorough scoring system was set in place, evaluating various criteria including functionality, flexibility, scalability, security, and performance.

The Results

95%
less manual intervention by replacing aging legacy billing system

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unified platform

Substantially reduced DUO through tight integration and automation with WMS systems

WMS record analysis and validation prior to billing supported by error correction and adjustment capabilities

80M
transactions per month are processed through RecVue

Improved working capital by

$547M YOY

Ability to configure new rule sets supporting an evolving business model resulting in increased revenue as well as elimination of hard coded rule sets

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The distinction was evident - while SAP consumed nearly three months for their solution configuration, Oracle and RecVue accomplished the same in a mere two weeks, addressing the identical set of use cases.

The synergy between Oracle and RecVue stood out. With RecVue being a native Oracle Cloud Marketplace application, it seamlessly integrated with Oracle, offering functionalities like credit adjustments and in-depth invoice insights. Moreover, RecVue's comprehensive data mediation layer acts as a crucial preprocessor. This layer aids in promptly spotting data discrepancies originating from the warehouse management systems, allowing for swift error rectifications.

In conclusion, the automation offered by Oracle and RecVue ensures that operators possess complete oversight and control over bill processing. Furthermore, the perennial challenges of intricate pricing and billing adjustments due to contract alterations are now seamlessly automated.

The customers journey of transformation with Oracle, The Hackett Group, and RecVue reiterates the essential role of advanced technological solutions in the ever-evolving world of cold chain logistics.
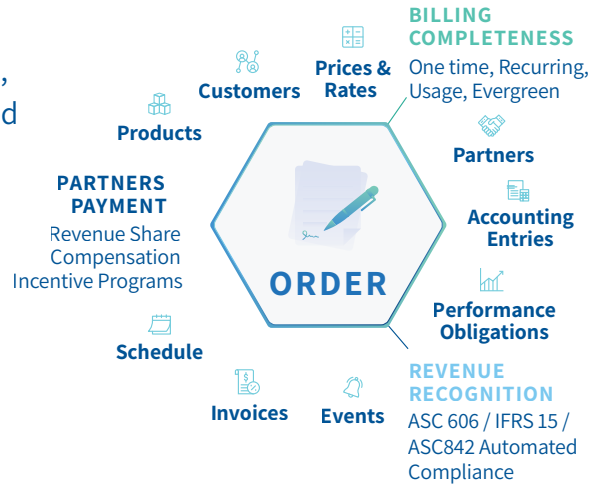
Recvue Billing and Invoicing

RecVue is unique in our ability to **satisfy 100% of our customer's complex billing, partner payments, and revenue recognition requirements** through a standard, configurable SaaS solution with a unique service, expertise and architecture. Our platform can be tailored for an exact fit - to all complex use cases, at scale.

RECVUE **ORACLE**

100% Automation of All Complex Billing

Revenue Share and Revenue

Recognition Requirements - at Scale

Customers | **Prices & Rates** | **BILLING COMPLETENESS** One time, Recurring, Usage, Evergreen

Products

Partners

PARTNERS PAYMENT Revenue Share Compensation Incentive Programs

Accounting Entries

ORDER

Performance Obligations

Schedule

REVENUE RECOGNITION ASC 606 / IFRS 15 / ASC842 Automated Compliance

Invoices **Events**

Reduce Revenue Leakage

Revenue leakage, due to manual processes and billing errors, costs North American businesses 3-7% of annual revenues, but modernization can cut this by 30-60%.
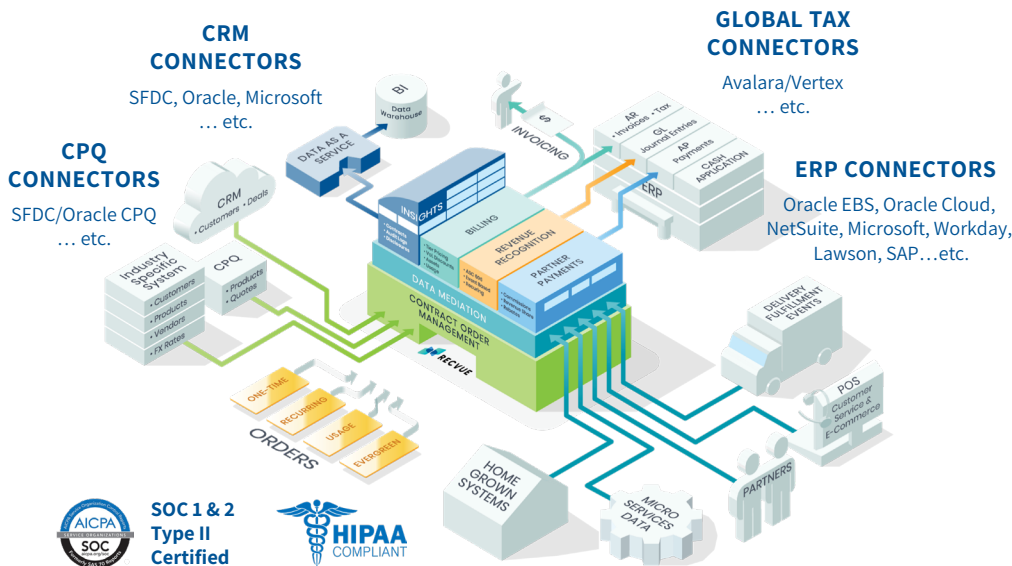
Accelerate Revenue

RecVue provides automated billing solutions for businesses transitioning to service-based models, addressing the complexities of evolving revenue structures and growing industries like warehousing and logistics.

Increase Working Captial

DUO (Days Unbilled Outstanding) plays a key role in optimizing cash flow and Working Capital by automating billing processes across various revenue streams and order types.

Monetize Anything-as-a-Service

CRM CONNECTORS
SFDC, Oracle, Microsoft … etc.

CPQ CONNECTORS
SFDC/Oracle CPQ … etc.

GLOBAL TAX CONNECTORS
Avalara/Vertex … etc.

ERP CONNECTORS
Oracle EBS, Oracle Cloud, NetSuite, Microsoft, Workday, Lawson, SAP…etc.

Pricing & Product Catalog

Revenue Management

Partner Compensation Management

Usage & Data Mediation

Analytics & Insights

Contracts & Order Management

Billing & Invoicing

Attribute-Based Rating & Pricing

Integrations

SOC 1 & 2 Type II Certified

HIPAA COMPLIANT