O2C INTELLIGENCE PLATFORM: O2C EXECUTION LAYER:
O2C APPS: **DIGITAL CASE**

DIGITAL CASE

Resolve Faster | Protect Cash Flow | Improve Satisfaction



CHALLENGES IN O2C: DISPUTES THAT BLOCK CASH COLLECTION

Dispute resolution teams face growing pressure from high volumes of customer emails and inquiries, often handled manually through shared inboxes and spreadsheets. Resolution typically involves multiple teams, making coordination difficult and increasing the risk of missed SLAs. These delays directly block cash collection, negatively impacting DSO and overall cash flow.

- High inquiry volumes with mixed topics slowing triage
- Fragmented communications losing context across teams
- Routing errors requiring manual account identification
- SLA risk from inconsistent monitoring and escalation
- Spam, duplicates, and out-of-scope messages wasting effort

DIGITAL CASE: RESOLVE DISPUTES FASTER, COLLECT CASH SOONER

Digital Case is a collaborative case management solution within the Sidetrade O2C Intelligence Platform. It uses artificial intelligence to identify, qualify, assign, track, and accelerate the resolution of customer inquiries on disputes and claims. Service engagement levels are calculated based on ticket type. This makes dispute analysts, customer service teams, and shared services operations more efficient, with a more efficient path to resolution.

Inbound emails are matched to the right customer context using sender, invoice, and message signals. Smart categorization qualifies each request and applies SLA-ready timelines. A shared case thread with full traceability keeps all stakeholders aligned from first response through close-out, with automated acknowledgements keeping customers informed throughout.

VALUE-DRIVEN OUTCOMES

30% Case Management Productivity Increase

20% Faster Dispute Resolution

50% Reduction in Phone Calls via Tracked Workflows

3-5 DAYS DSO Reduction Through Faster Issue Resolution

35% Less Collections Effort

FEATURES

- **AI-Powered Email and Account Matching:** Recognizes inbound messages and matches them to the right customer context using sender, invoice or account references, and message content, then routes automatically to the correct owner.
- **Smart Categorization and Qualification:** Classifies each request to determine handling path and applies SLA-ready resolution timelines driven by category and subcategory rules, with built-in queue hygiene for spam and duplicates.
- **Collaborative Case Resolution:** Provides one shared case thread with full email traceability and a unique ticket number for consistent collaboration, plus customer-ready acknowledgements and controlled responses.
- **SLA Monitoring and Escalation:** Tracks resolution timelines with overdue detection aligned to configured SLAs, automatic alerts, and escalation rules to keep cases moving and reduce missed deadlines.
- **Performance Oversight:** Delivers monitoring views by status and category to manage workload distribution, resolution outcomes, and team performance across regions and business units.
- **Structured Triage and Noise Reduction:** Filters spam, merges duplicates, and manages out-of-scope messages with structured rejection mechanics, preserving traceability while keeping work queues focused and clean.

Why Sidetrade

Differentiators with Impact

AGENTIC AI LEADERSHIP

Proprietary, domain-specific, AI called Aimie, with agents trained on actual buyer payment behavior, not generic LLMs

SECURE AND SOVEREIGN

Full data control and ISO 27001 / SOC 2 Type 2 certifications ensure compliance and confidentiality

UNMATCHED O2C DATA POWER

Only real-time O2C Data Lake globally – $8.8+ trillion in transactions, 1B+ invoices, 42.2M+ buyers

PROVEN ROI

Faster time-to-value as O2C-tuned AI delivers 35–55% average productivity gains and double-digit cash acceleration across industries

BENEFITS

Digital Case gives dispute analysts, customer service teams, and shared services operations a single, AI-driven environment for managing the full inquiry lifecycle.

By automating identification, qualification, and routing, it frees resolvers to focus on outcomes rather than administration. The result is faster cash realization, consistent SLA performance, and improved customer satisfaction across every touchpoint.



- **Faster Dispute Resolution**
- **Stronger SLA Adherence**
- **Accelerated Cash Collection**
- **Higher Resolver Productivity**
- **Better Customer Experience**

About Sidetrade

Sidetrade (Euronext Growth: ALBFR.PA) is an AI-native Order-to-Cash (O2C) company. Its platform combines O2C applications, autonomous AI agents, and Aimie IQ, a natural-language intelligence interface that helps global organizations accelerate cash generation. Sidetrade operates the world's largest proprietary O2C Data Lake, built on more than trillion in B2B transactions and million buyer entities. This data trains domain-expert AI models that continuously monitor, reason, decide, and act autonomously across the O2C cycle. Sidetrade serves businesses in 85 countries with 450 employees across Europe, North America, and Asia-Pacific. For more information, visit us at **www.sidetrade.com** and follow **@Sidetrade** on LinkedIn.

SIDETRADE