



Leading technology company improves cash automation HIT-rate

Zora AI™ Perform Autonomous Cash Application

Situation

A global cash application process was significantly underperforming, with automation HIT-rates of only 20-25%. The reliance on non-standard remittances, manual clearing, and customer-specific nuances constrained what the system could handle, forcing the organization to compensate with heavy Excel-based and manual processing outside of SAP, requiring approximately 60% more staff than an optimized operation would demand.

Solution

The organization selected Zora AI SAP Cash Application as its core solution, prioritizing its integrated security model over third-party alternatives that would have required complex interfaces and the sharing of sensitive financial data. A configurable rules engine was deployed to manage the full range of local and customer-specific nuances, including intercompany transactions, discounts, foreign exchange variations, under- and overpayments, and automated dispute handling.

Outcomes

- 90% cash application HIT-rate
- ~\$2M in efficiency and IT savings