



Services Delivery Catalogue

TMM



Training and Master Monitoring

A team of certified functional experts

Gather customer needs and translate business processes into settings

Deliver highly contextualized trainings according to user profiles and hand over necessary knowledge

Facilitate change management by a strong support to end-users in the field

Define an appropriate go live strategy according to the workload and available resources

Define and support customer finding the better way to use our solutions

Keep top management involved to drive the adoption and to identify new needs



Trainings based on user's profiles

On Augmented Cash



Administrator

Set up Augmented Cash platform, respecting the customer needs, after a detailed functional analysis



Credit Manager

Manage collector's daily activity and to follow performance indicators using Augmented Cash platform



Collector

Manage collection through Augmented Cash platform following a specific process



Trainings based on user's profiles

On Augmented Cash



Sales

Look for information on customers, communicate on dispute resolution and follow performance indicators



Sales administrator

Manage disputes everyday through Augmented Cash platform following a dedicated process



Risk analyst

Control internal risk and manage credit limit and insurance



Trainings based on user's profiles

On Augmented Cash



Finance

Pilot data and risk through dashboards and alerts



Treasury

Manage all performance indicators, collection forecasts and collection completions.

Trainings for Analytics module

On Augmented Cash



Analytics Insight

Read reportings, analyze data and follow performance indicators



Analytics Discovery

Create customized reportings based on different datasets: Items, Actions, SideGroups or Digital Cases



Analytics Discovery Advanced

Specify your reporting needs and create few advanced reportings to control key performance indicators



Trainings on specific modules

On Augmented Cash



Cash Application

Allocate the corresponding payments and invoices. Optimizing this process with AI



Cash Target

Define a cash collection target, at both collectors and team levels



SideCash Interest

Calculate automatically factorable late payment interest once invoice due dates have been exceeded



SidePayment Plan

Schedule installments for customers facing financial difficulties



Trainings on specific modules

On Augmented Cash



Digital Case

Manage all missions linked to a disputes and any customer claims



SideRisk

Follow up on payment behavior, manage credit limits and support collection teams on taking the right decision



HyperCare

A time-customized monitoring

Administrators

- During the go live strategy: Q&A on user cases
- On demand: identification of ways to improve and optimize the settings and update set up according to new needs and questions

Managers

- During go live phase: Q&A sessions to help managers on daily management with Augmented Cash
- On demand: improve organization and review activities prioritization

Users

- During go live phase: Q&A sessions to support users on daily use of Augmented Cash
- On demand: optimize performance sharing good practices



Advanced trainings for users and trainers

On Augmented Cash



Advanced trainings for collectors, credit managers and administrators

- Challenge and optimize the set up, dunning strategies and business processes
- Improve the internal collaboration around customer relationship
- Follow objectives, check additional features
- Optimize workload
- Develop a cash culture
- Share risk management



Train the trainers

- Master all functionalities on Augmented Cash
- Be able to train collectors to manage collection in their platform*
- Assess trainer's knowledge through simulations
- Certify trainers thanks to a dedicated Augmented Cash certification



Trainings based on user's profiles

On Sales & Marketing



Sales team

Identify and prioritize prospects and leads, have access to different kind of information



Marketing team

Manage engagement campaigns and customer lists, predict new sales opportunities from current customers



Delegated administration

Refer all set up to Sidetrade's functional experts



Sidetrade's expertise at your disposal

- Benefit from our certified functional experts' skills to have consistent and complete settings according to your credit management policy
- Improve your settings or processes thanks to on Augmented Cash enhancements
- Outsource the administration of your platform to increase productivity, security and peace of mind
- Translate the users needs into Augmented Cash settings and let Sidetrade answer to these needs in few days.
- The scope includes collection, disputes management, user management, alerts, standard reportings, Analytics Discovery reportings and risk management.



Sidertrade's certification program

Knowledge and skills evaluation

Free assessment program



- Check collectors, credit managers and administrators' knowledge on Augmented Cash
- 3 levels are available: Basic, Advanced and Expert
- A dedicated certification for trainers: Master level
- Multiple-choices tests on collection, performance indicators, artificial intelligence and set up
- Our pedagogical experts analyze certification results to offer 100% customized training plans
- Other certifications dedicated to specific modules are also available





Capsule trainings

Rendez-vous on demand to upgrade skills



Identify pains and work on it specifically

- Focus on a specific subject (eg: use alerts and reports, create a bulk action, use standard performance indicators etc...)
- Make sure to take the most of Augmented Cash
- No need to move or to book a whole day, the training is done remotely and lasts 2 hours
- Each capsule is limited to 5 attendees of the same company or several companies using Sidetrade's solutions
- 99€ per participant and per session
- Fill in the form [available here](#) to register



Training & Master Monitoring team

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