How Does a Mining Industry Supplier Maximize Value for Customers with Modern Order-to-Cash Processes?

Manufacturing super-sized mining haul trucks and equipment for companies worldwide

South Africa–based Komatsu Mining Corp. Group serves businesses in mining and construction. The company designs and builds specialized surface and underground mining equipment to help customers optimize their operations. With a significant growth agenda, the company sought to optimize its order-to-cash processes. Komatsu Mining needed an intelligent business network solution to enhance ordering processes, speed up invoice processing time, and help the business enhance customer satisfaction.
Komatsu Mining has optimized its order-to-cash processes, boosting efficiencies and enhancing the customer experience.

Komatsu Mining used Ariba® Network to enhance order speed and efficiency and established:

- Faster and easier order, invoice, and payment processing, helping improve customer service with orders now processed within one day and invoices on the same day.
- One dashboard that provides full visibility into orders, invoices, and payments, including the ability to predict the exact date of remittance once a payment is processed and accepted by the buyer.
- Greater user satisfaction, as the simple and intuitive interface allows new users to get up and running immediately.
- Improved payment terms and a better ability to predict cash flow.
- More opportunities to connect with customers globally.

"With SAP Ariba solutions, we have an integrated order-to-cash system that works for our organization regionally and globally, helping us cut processing time for invoices and orders from seven days to a same-day response."

Kits Guerra, GBS Applications, Komatsu Mining Corp. Group

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