

# Secureworks Evolves Collections and AR Operations with Intelligent Automation

CASE STUDY SMARTCUSTOMER :  
AR COLLECTIONS, AR HELPDESK

DECEMBER 2024

**Secureworks**<sup>®</sup>  
a SOPHOS company

workday

## SETTING THE STAGE

Secureworks, a leading cybersecurity provider founded in 1998 and headquartered in Atlanta, GA, is now a wholly owned subsidiary of Sophos following its acquisition in February 2025. The company delivers advanced managed detection and response (MDR), extended detection and response (XDR), and threat intelligence services to over 4,000 customers across more than 50 countries.

At Secureworks, the collections team reported directly to management and managed complex global customer requirements. The Secureworks finance team had fewer than a dozen members and handled global client interactions across multiple subsidiaries.

A dedicated four-person team, including one full-time resource solely for invoice distribution, was stretched across collections and accounts

## SECUREWORKS | THE DETAILS

- Global cybersecurity leader
- 4,000 customers in more than 50 countries
- 2,200+ employees
- Headquartered Atlanta, GA
- 2024 CIO 100 Award
- Top InfoSec Innovator Winner

[WWW.SECUREWORKS.COM](http://WWW.SECUREWORKS.COM)

receivable tasks. The team managed more than 6,000 active customers, and 440 invoices emailed monthly.

The collections and dunning notifications process required extensive manual handling, involving spreadsheets, mail merges, and manual invoice attachment. Each batch took up to three days to execute.



# INTRODUCING AUDITORIA

Secureworks sought to automate finance workflows, particularly for collections and finance inbox management, to enhance accuracy, productivity, and customer engagement. The team needed a solution that could handle the different dunning schedules required for special handling groups and specific regional clients, which added complexity to collection activities.

Secureworks turned to Auditoria.AI after encountering their solution at the annual Workday Rising conference. Secureworks immediately realized Auditoria's potential to address email sorting, perform intent detection, handle complex dunning cadences, and automate response needs. Auditoria's AR Helpdesk and AR Collections were implemented following a 14-week setup that included additional testing and configuration adjustments.

Auditoria automated AR operations with automated processes with AI-driven sorting and intent detection, significantly reducing the manual workload associated with sorting and responding to emails.

## FAST FACTS

- Drastically reduced manual input
- Sped up response time by 67%
- Reduced FTEs by 50%
- Reduced process workload by 80%
- Improved avg DSO by 10 days

AR Helpdesk helped streamline process workflows, centralizing communications and standardizing responses to inquiries. AR Collection's specialized segmentation enabled custom dunning cadences based on customer behavior, regions such as Japan, and high-touch client requirements.

Auditoria's AR Collections provided integrated data visibility, with real-time access to payment promises and aging reports, critical for forecasting cash flow and planning.

## AUDITORIA® SMARTBOTS

**SPEED-UP RESPONSE TIME • REDUCE RESOURCE REQUIREMENTS • IMPROVE CUSTOMER SATISFACTION**

Auditoria's agentic AI TeamMates increase the finance office's speed, accuracy, and efficiency using generative AI SmartBots to automate redundant and manual monitoring and responding to requests in the shared AR email box. These intelligent SmartBots are trained in finance concepts and handle more than 90% of the incoming inquiries received, executing authorized tasks and requests. Data gathered from interactions is captured with reporting that allows analysis and insights to derive greater cash position visibility.

A daily, dynamic task list is curated by the SmartBots to maximize collection efforts and outreach. Interactions are captured, providing detailed audit and account analytics to provide collections team with greater visibility and transparency.





## REALIZING IMPACTFUL RESULTS

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The Secureworks accounts receivable process transformation highlights how Auditoria's tailored AI solutions enabled Secureworks to evolve finance operations with intelligent automation, improve cash flow, enhance client satisfaction, and reduce manual efforts.

### Efficiency and Productivity Gains

- **Workload Reduction:** Team size decreased from 4 to 2 full-time equivalents (FTEs), increasing productivity with fewer resources.
- **Time Savings:** Automated email classification and responses drastically reduced manual input, allowing the team to check aging reports weekly instead of daily.

### Financial and Customer Impact

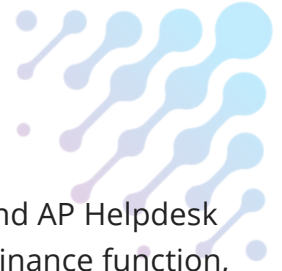
- **DSO Improvement:** Shifted from an average of 7 days late payment to 5 days early payment, positively impacting cash flow.
- **Proactive Payment Reminders:** Introduced a friendly reminder system three days before due dates, leading to fewer reminders needed as clients began paying earlier.

### Enhanced Cash Visibility

- **Forecasting Accuracy:** Provided insights into client promises to pay, facilitating cash flow planning and timely actions.
- **Improved Customer Engagement:** Reduced response times and ensured accuracy in customer communication, significantly decreasing unaddressed emails and improving satisfaction.

### Overall Outcome

Auditoria's AR Collections and AP Helpdesk transformed Secureworks' finance function, delivering efficiency, enhanced customer service, and reduced team strain — solidifying a proactive, data-informed approach to collections and customer engagement.



## ABOUT AUDITORIA.AI

Auditoria.AI is a ground-breaking SaaS solution that addresses the most pressing challenges of the finance office. Auditoria increases finance teams' speed, accuracy, and efficiency using agentic AI-enabled SmartBots to automate redundant and manual back-office processes to derive greater cash position visibility.

Purpose-built for finance with natural language technologies, computer vision, AI, and machine learning, Auditoria SmartBots integrate with systems of record and email boxes to streamline collections, optimize vendor management, and handle accounting inquiries using automation. By transforming these key functions, Auditoria improves the lives of finance and accounting professionals by applying technology to automate the routine, repetitive, and laborious parts of the finance function, freeing teams to perform higher-level business functions while generating data that provides key insights into cash performance.

The advanced software delivers pre-trained agentic AI-driven workflows and decision support across massive volumes of enterprise data, augmenting finance teams with intelligent automation to execute business processes, deliver rapid insights, and respond to customer and vendor needs.