



UNIVERSITI  
TEKNOLOGI  
MARA

# INDUSTRIAL TRAINING REPORT

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**Hewlett Packard  
Enterprise**

**6 MARCH 2023 - 25 AUGUST 2023**

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2021114053  
BA242**

## **EXECUTIVE SUMMARY**

Internship Training is one of the courses that provides students with a valuable opportunity to obtain hands-on practical experience in their chosen field of study. Internship training's major purpose is to bridge the gap between academic knowledge and practical application of that information in the workplace. Internship training is essential for students who want to gain practical skills and use classroom information in the real world. It allows students to learn from experienced experts and watch how organisations operate first-hand. Internship training also assists students in determining whether their desired career is a good fit for them.

In Universiti Teknologi Mara (UiTM), this internship training will be in the final semester and is one of the compulsory requirements in order to complete the degree. I started my internship on 6<sup>th</sup> March 2023 and ends on 25<sup>th</sup> August 2023.

For my side, it was a great experience to be given an opportunity to intern at Hewlett-Packard Enterprise in Putrajaya. I was exposed to numerous benefits. First, it assists me with gaining practical knowledge and experience, both of which are necessary for success in my field of study which is finance. Interning with HPE has given me a wonderful opportunity for networking, as I meet with the professionals who may provide valuable information and career advice.

Internship training is an important part of any student's academic and professional development. It offers great possibilities for hands-on experience, networking, and professional advancement. A successful internship programme necessitates careful planning, knowledgeable mentors, and the resources to ensure students receive appropriate supervision and assistance.

For this internship training, I was assigned in the Credit and Collection team under the Finance department in Putrajaya Branch. I drive to work 15 minutes and benefited from working from home two out of five days a week.

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## **ACKNOWLEDGEMENT**

First and foremost, I would like to express my thankfulness to Allah S.W.T for making an easy way for me to complete my industrial training at Hewlett Packard Enterprise.

Then, I would like to express my appreciation to my manager in Hewlett Packard Enterprise, Mr Hong Guan Lim (Albert Lim) for being so nice to me throughout my internship journey and being such an approachable person in the Credit & Collection department. Not to forget my mentor, Galvin Lee, my buddy, Hanaa Fadil and my portfolio senior, Tiffany Lee who are generous in sharing their knowledge with me.

On the other note, many thanks to my internship supervisor, Dr Irfah Najihah Basir Malan for the help, advice and constructive feedback given, which all of them are to shape me to become a better person as a student and an employee. Without her, I will not be able to complete my internship report.

Without them, I am aimless and roam without direction. They are my family, the backbone of everything who was there to support me, through success and failure. They never once underestimate my capability to do things that pique my interests. Their love and prayers are what

Last but not least, is me. I want to thank myself for putting in the best effort to complete this report regardless of being busy and having to manage my time as a student and an employee. I am aware that it is hard to get out of my comfort zone, but here I am trying this new exercise to practice seeing the good inside of me. Without the willingness and positive mindset that I embedded in mind, this is all just a dream that I will never turn into reality.

## UPDATED RESUME

**AINA NADIRA MAHMUD**  
TAMAN LESTARI PERDANA PSN LESTARI PERDANA  
43300 SERI KEMBANGAN SELANGOR



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### CAREER OBJECTIVE

I am a student of the Bachelor of Business Administration (Hons.) Finance who enthuses to build some skills that will help me in my future career. I am looking for work experience as it might boost my productivity as well as exposing me to the working environment. Apart from that, I am able to work in professionalism, a detail-oriented and an organized person.

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### EDUCATION

March 2021 – Present	Bachelor of Business Administration (Hons.) Finance, Universiti Teknologi MARA Current CGPA:3.73/4.00 MUET: Band 4 Dean's List: all semesters	Bandaraya Melaka
June 2018 – Feb 2021	Diploma in Business Studies, Universiti Teknologi MARA (UiTM) Current CGPA:3.68/4.00 Dean's List: 3 semesters	Alor Gajah, Melaka
2017	Sijil Pelajaran Malaysia, SMK Taman Desaminium	Seri Kembangan, Selangor

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### WORK EXPERIENCE

Aug 2022 – Oct 2022	<b>Aarabella Enterprise</b> <i>Part time boutique assistant</i> <ul style="list-style-type: none"><li>• Ensure the cleanliness of the boutique</li><li>• Receiving, unpacking new shipments from suppliers</li><li>• Perform Quality Control of products before arranging them on the display shelves</li><li>• Addressing customer complaints and inquiries</li></ul>
Feb 2022 – March 2022	<b>A&amp;S Pharmacy</b> <i>Part time pharmacy assistant</i> <ul style="list-style-type: none"><li>• Ensure the cleanliness of the premise</li><li>• Attend to the customers and fulfill their needs</li><li>• Organize and arrange products according to their category</li><li>• Perform cashiering duties</li><li>• Logging invoice</li></ul>

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### AWARDS AND SCHOLARSHIP

2022	<b>Virtual Video Competition Investment Ace (VVCIA)</b> Won 4 <sup>th</sup> place for Virtual Video Competition Investment Ace (VVCIA)
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### INVOLVEMENTS

June 2022	• Assistant Head Director for "Wise Worth Wide" webinar program
June 2022	• Chief of Publicity Bureau for "Earn More, Live More" webinar program,
May 2022	• Multimedia Bureau for a webinar program, "Navigating the Future"

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### SKILLS

<b>Microsoft words</b>	Advanced	<b>Microsoft Excel</b>	Advanced
<b>Microsoft Powerpoint</b>	Advanced	<b>Canva</b>	Intermediate

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### LANGUAGE

Malay	Native Speaker	English	Good Written and Spoken
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### REFERENCES

Mr. Aminudin bin Mohd Nor  
Academic Advisor/Senior Lecturer/Faculty of Business Management  
Universiti Teknologi MARA (UiTM) Cawangan Melaka, Kampus Bandaraya Melaka  
110 Off Jalan Hang Tuah, 75350 Melaka

Figure 1: Resume

## COMPANY'S PROFILE

### COMPANY'S NAME, LOCATION, BACKGROUND



**Figure 2: Company Logo**

The Hewlett Packard corporate firm is an American multinational corporate information technology firm headquartered in Houston, Texas, that was formed on November 1, 2015, as part of the Hewlett-Packard corporation's separation. It is a company that specialises in servers, data storage, compute, networking, containerization software, and consultancy and support.



**Figure 3: HPE Headquarter**

The separation was designed such that the previous Hewlett-Packard entity would be renamed HP Inc. and Hewlett Packard Enterprise would be spun off as a separate entity. HP Inc. kept the former HP's personal computer and printing businesses, as well as its stock price history and the original NYSE ticker sign for Hewlett-Packard; Enterprise trades under its own ticker symbol: HPE. HPE's revenue was marginally lower than HP Inc's at the time of the spin-off.

HPE was ranked 107th on the 2018 Fortune 500 ranking of the top firms in the United States based on total revenue. On December 4, HPE reported FY2018 net revenue of \$30.9 billion, a 7% increase over the previous year period.

HPE is a global edge-to-cloud corporation that is designed to transform your organisation. By assisting customers in connecting, protecting, analysing, and acting on all the data and apps, from edge to cloud, customers will be able to turn insights into outcomes at the pace required to stay afloat in today's complex world. This international corporation aims to design, produce and market products and services that can effectively be used by people with disabilities and the objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.



**Figure 4: Bill Hewlett and David Packard**

Historically, HP is a global technology company that creates innovative solutions to help organisations and individuals around the world unleash the power of their ideas. HP was founded in 1939 by Bill Hewlett and Dave Packard, has grown to become one of the world's leading technology businesses, offering a comprehensive portfolio of software, hardware, services, and solutions.

HP's history of invention began in a one-car garage in Palo Alto, California, when Bill Hewlett and Dave Packard began building audio oscillators. These oscillators were used to create the first commercial sound systems. HP's first important accomplishment, according to *Md Yusoff, N. S. (2022)*, occurred in 1942, when the business built the first mass-produced calculator, the HP-9100A. This was followed in 1966 by the creation of the world's first desktop computer, the HP-3000.

HP took a significant step forward in 1984 when it purchased Apollo Computer. This acquisition allowed HP to join the workstation computer market. In the decade that followed, HP completed a number of key acquisitions, including Compaq, DEC, and EDS, allowing the business to become a prominent player in the IT market.

Throughout the 2000s, HP continued to extend its product and service offerings through acquisitions. HP purchased Compaq in 2002, making it the world's largest IT company at the time. HP introduced a new series of ProLiant servers and announced plans to join the storage market in 2005. HP purchased EDS (Electronic Data Systems) in 2008, making it the world's largest provider of IT services.

Overall, HPE's history has been one of innovation and progress. The company's dedication to developing and providing new solutions has propelled it to the forefront of the IT sector. HPE's success is a result of the founders' and employees' hard work and dedication.

## **VISION, MISSION, OBJECTIVE, GOAL**

### **HPE Vision**

To help customers use technology to turn ideas into value, and empower them to transform industries, markets, and lives. We simplify Hybrid IT, power the Intelligent Edge, and provide the expertise to make it all happen.

### **HPE Mission**

To advance the way people live and work.



## HPE Beliefs

1. We believe in accelerating what's next



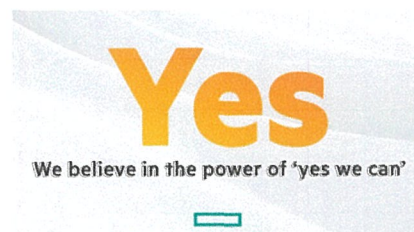
**Figure 5: HPE Beliefs**

2. We believe in bold moves



**Figure 6: HPE Beliefs**

3. We believe in the power of 'yes we can'



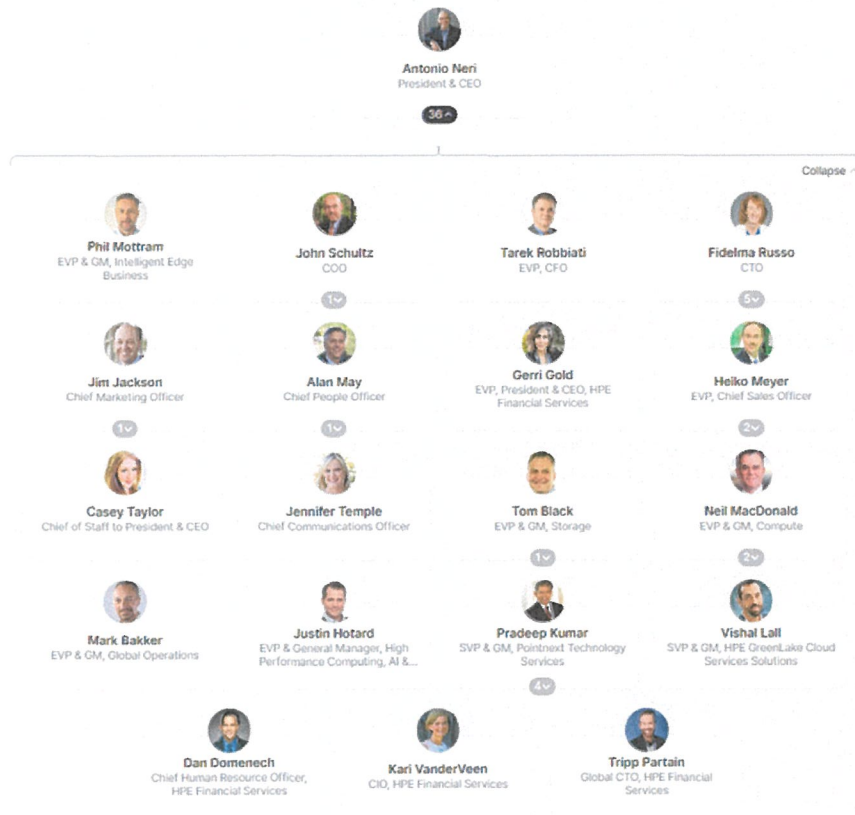
**Figure 7: HPE Beliefs**

4. We believe in being a force for good

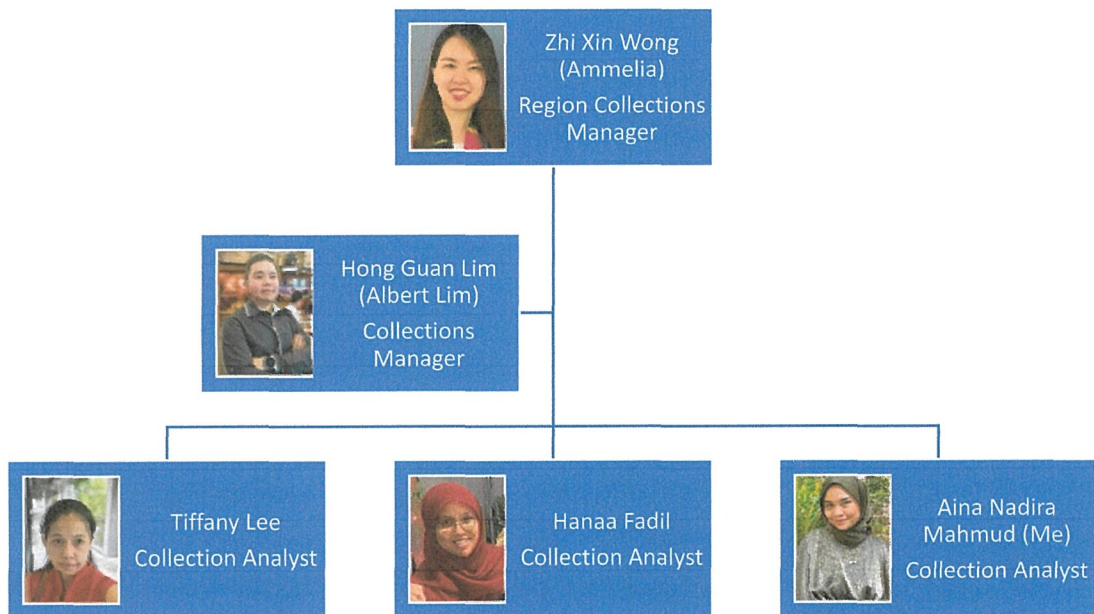


**Figure 8: HPE Beliefs**

# ORGANIZATIONAL STRUCTURE



**Figure 9: HPE Organizational Structure**



**Chart 1: HPE PTJ C&C Organizational Structure**

## **PRODUCTS OR SERVICES**

HPE partner, innovate, and act with unwavering integrity because it is in its DNA. They inspire others to work and win together, grow, and equip people to achieve, show courage and daring to transform, obsess over the customers, and produce quality.

In addition, Hewlett Packard Enterprise (HPE) is a prominent provider of enterprise computer technology solutions and services. HPE's organisational structure is intended to fulfil the needs of its customers through high levels of innovation and agility.

Enterprise Group, Financial Services, Enterprise Services, and Software are the four primary divisions of HPE. The Enterprise Group specialises in enterprise computing, networks, storage, and other services. This section oversees designing and developing hardware, server, and networking solutions.

Meanwhile, the Financial Services division is in charge of HPE's finance, accounting, and contractual operations. This branch handles financial reporting, tax preparation, and customer account management. On the other hand, the Enterprise Services division offers Cloud computing, data centre management, and enterprise mobility services that are catered to provide customers with comprehensive IT solutions.

Finally, the Software division offers software-as-a-service (SaaS) products such as software development, maintenance, and support. This segment focuses on software solutions and services that help businesses maximise operational efficiency.

To conclude, HPE has a well-organized organisation that is intended to give the best possible customer experience. This type of structure has cultivated the company's competitiveness, allowing it to grow to be an international information technology company, as well as allowing the organisation to organise the employees and share different responsibilities based on the various types of products that are dealt with within the company. Overall, HPE's organisational structure is intended to provide the greatest customer experience as the organisation prioritises innovation, customer service, and operational efficiency. HPE's organisational structure enables it to meet its objectives and give excellent service to its customers.

## **TRAINING'S REFLECTION**

Securing an internship placement has been a tough experience for me. It was a roller-coaster ride as I have applied to various companies, both far and near home, but they ended up not responding to my applications, meanwhile all my friends got their places the second they clicked on the apply button. One day, I stumbled upon a Hewlett Packard Enterprise post on Linked-In, looking for a finance intern. I applied through their website and left it to God that I got the position. After two weeks or so, HR from Singapore approached me via Whatsapp and we proceeded to have a virtual meeting with my collections manager and I immediately got the response that I was accepted by evening the same day.

- **Duration of the internship**

I start my internship journey from 6<sup>th</sup> March 2023 until 25<sup>th</sup> August 2023, for a total of 6 months. Monday until Friday, I work from 8.30 A.M to 5.30 P.M. Even though the working hours can be flexible, and I only subjected to compulsorily come to office three (3) times a week and work from home for the rest of the weekdays, that does not stop me to cramp my tasks to get it done before weekend because procrastinating is not my forte.

- **Details of the internship**

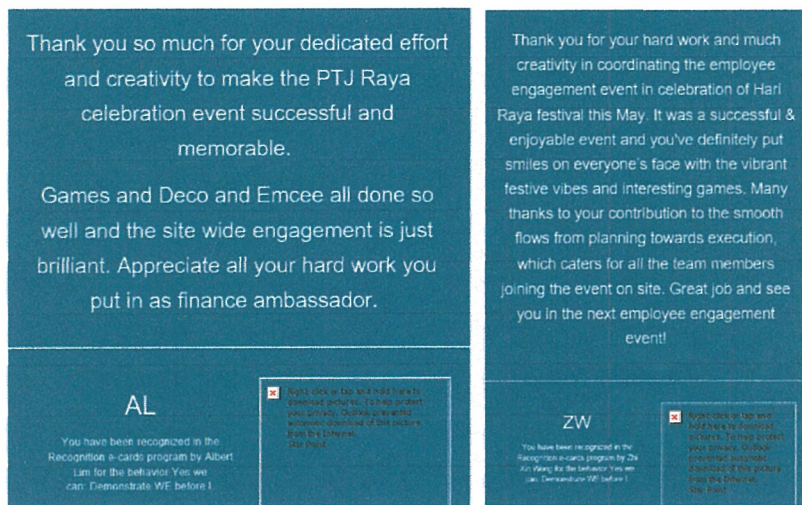
HPE Putrajaya Branch locates the finance department, and I was assigned to become an intern under the Credit and Collection Team. In this team, I play a crucial role in becoming Collection Analyst for Malaysia Portfolio. Over the 6 months of interning in HPE, I worked closely with my senior, Tiffany Lee, to manage accounts receivable portfolio and collect payment from the customers. In addition, as a collector, I must ensure they make payment in a timely manner using the designated system used by CRA. My daily tasks would be sending email reminders to the customers and use my persuasive skill to request payment from customers. Not to forget my buddy, Hanaa Fadil, who always nudges and checks on me to make sure I am doing the right thing and adhering to the Credit and Collection control. Then, I will have a monthly meeting with manager and dispute resolver to review accounts portfolio, have monthly country call meetings with internal partners, engage with the customers and submit a weekly report.

Collecting payment from accounts receivable is not an easy job but somehow, I get through it with the help of my co-workers. They assist me to ensure that I am on the right track and secure the payment from the customers on arranged time.

Other than doing the collection job, I also have an assignment that is assigned by the HR of the company. I handle a volunteering program and deal with external parties such as NGO. Me and my assignment partner Hadirah are working closely to select the most suitable NGO to run the volunteering program or what we call it HPE Gives. Apart from that, I became an emcee on Q3FY23 Malaysia Finance Employee Engagement Event which is RIANG RIA RAYA! Event. Post-event, I receive a lot of compliments from my colleagues, manager, and region collection manager about how I create enjoyable surroundings throughout the event.



Figure 10: Team conversation on Whatsapp



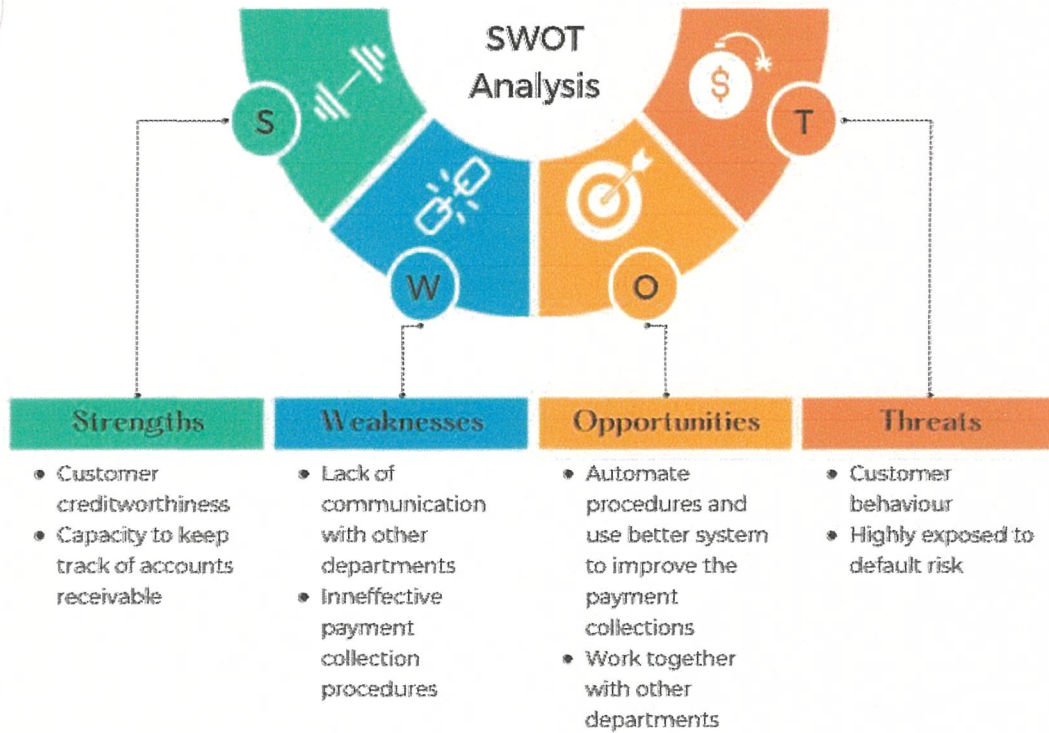
**Figure 11: Recognition from Manager and Regional Manager**

- **Gains**

I am subjected to receive RM 900 allowance every month and is compensated with working from home, free season pass for parking, and Wellness Friday. HPE's Wellness Fridays reflect how the company value team member health both physically and mentally. HPE gives team members time off once a month, specifically on Friday to care for themselves, making sure they may log off and spend time doing things that personally recharge them. As for the experience, engaging and negotiating with customers with different behaviour can be challenging to ensure that both sides are in a win-win situation. Apart from that, I am responsible for influencing customers in preventing recurring payment problems and ensuring payment practices are compliant with HPE business control.

HPE cares about its employees. Therefore, joining a lot of online training as well as a live virtual class with a Knowledge Consultant from Romania helps a lot as a collection analyst. To perform day-to-day tasks, I am using the SAP S4/HANA system to carry out the collection process and Microsoft Excel to drop my remarks and update about my portfolio. This will then be presented to the manager and dispute resolver every month, as mentioned earlier. Finally, I also send and receive emails to both internal and external partners. This is where all my communication, interpersonal and persuasive skills are used up to ensure the customers are making payments accordingly.

# Credit and Collection

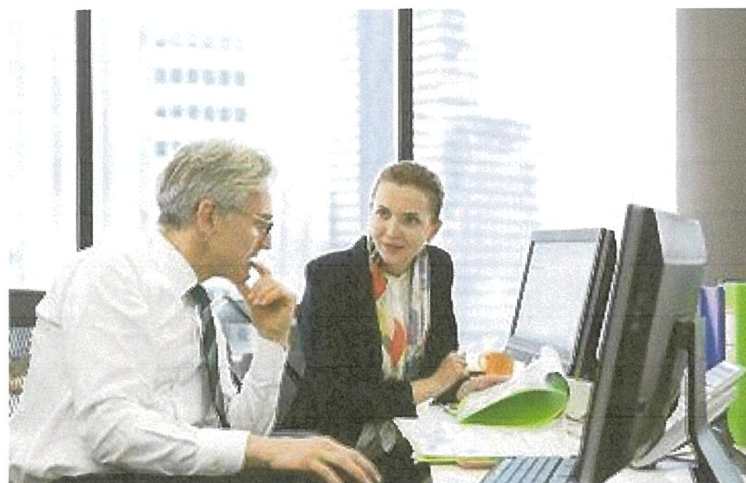


**Figure 12: Credit and Collection SWOT Analysis**

## **DISCUSSION AND RECOMMENDATION**

Establishing appropriate credit policies and collection procedures is vital to the success of any small business. You must decide what types of credit to offer, or even if offering credit is right for your business. In the collection world's context, According to *Chaiwuttisak, (2023)*, When the customer does not pay their outstanding invoices in agreed time and upon invoice due date, the collections analyst needs to take action in order to receive the payment of the overdue invoices.

There may be considerations for the collection process to be successful. So, that is the way for collectors to receive their payment in full as quickly as possible and in a legitimate and lawful manner. Dealing with customers' behaviour can be really challenging at times. Therefore, collection analysts like me are encouraged to join training to understand customers' wants and needs as well as the reason why the customers are behaving negatively to our payment requests.



**Figure 13**



## **STRENGTHS**

A credit and collection department swot analysis can provide significant insight into the department's strengths and shortcomings, as well as the external opportunities and challenges it faces. The analysis can assist the department in identifying areas for improvement and developing measures for confronting external threats. By devoting time to a swot analysis, the department may ensure that it is well-positioned for future success.

A credit and collection department's strengths include its understanding of consumer creditworthiness, capacity to keep track of accounts receivable, and proficiency in negotiating payment arrangements. The department is a crucial tool for enhancing cash flow because it can help collect past-due accounts. Additionally, the department often has a solid understanding of the laws governing collections, which is helpful when working with challenging clients. Since HPE is high-performance driven, it prioritizes excellent outcomes on how collection policies within financial institutions can differentiate between a good and excellent payer for the account receivable, by taking advantage of the opportunities to make the collection processes strategically effective, operationally efficient, and customer oriented. *(Enoch, E. Y., Digil, A. M., & Arabo, U. A., 2021)*

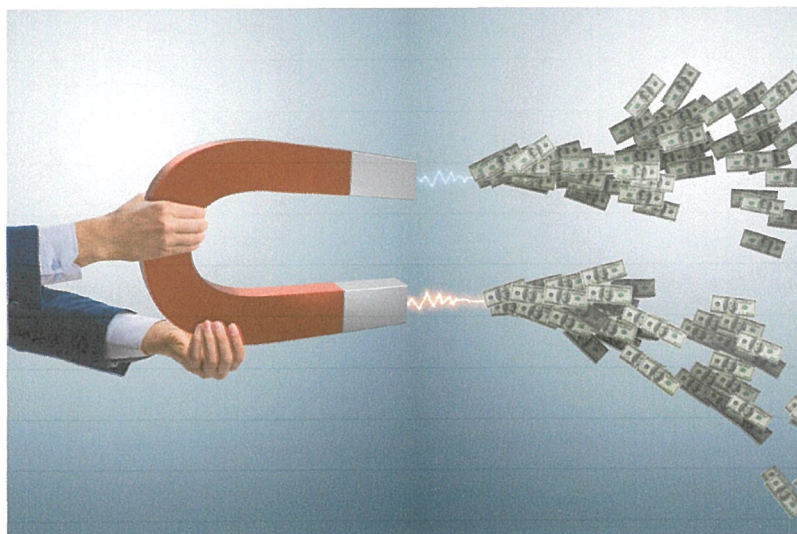
**In the Credit and Collection world**, once an agreement or contract of an invoice has been finalized and sent out to a customer, the next phase of the collection analyst's task will start. The agreement must be actively managed over its life cycle up to the payment dates when customers are expected to fully pay their overdue payment. However, because of various reasons the payment agreement may not usually be honoured as anticipated, this could lead to late repayment. In order to sustain, learning consumer psychology is crucial to understand in-depth about the customer behaviour. Collection analysts are basically the back-end customer service for B2B business models, and we serve businesses. We negotiate and influence customers to prevent recurring payment problems. Therefore, it is impossible to have a line-up of customers who will pay on time without late payment due to the customers system or their own payment cycle. On the other hand, applying the correct collection strategies help to secure the payment. The customers are not going to respond or pay immediately after reminder emails were sent but a close follow up and phone calls help to negotiate better between collection analysts and the customers.

## WEAKNESSES

Ineffective payment collection procedures and lack of communication with other departments, are a few examples that will be discussed for the Credit and Collection's weaknesses. Due to these flaws, the department may struggle to efficiently manage its accounts receivable, which could cause customers to experience payment delays and dissatisfaction.

According to *Anastasiou, D. (2023)*, The Financial Stability Institute strongly believes that addressing the non-performing loans' problem is a non-stopping challenge. This is somehow reflecting how the collection works. Non-performing payers are everywhere, and it is hard to judge from the moment the collection analysts receive the invoices issued by the billing department, unless we have experience dealing with certain businesses. Hence, communication and persuasive skill is required for a collection analyst to ensure that collection strategies applied are powerful to the customers that are eventually obligated to the company system and regulations.

Then, lack of communication with other departments can be one of the issues that arises in the Credit and Collection department. The failure to communicate between departments can lead to duplication of work, conflict, and confusion. This can result in delays, mistakes, and late progress to achieve the company's goals. Therefore, to resolve this issue, the organization can create an open and inclusive culture that encourages collaboration across departments. By having regular meetings and discussion on external issues that must be resolved, cooperating with one another improves brainstorming, idea sharing as well as exchanging information.



**Figure 14: Magnet and Cash**

Then, investing in communication tools that include shared databases that enable easy sharing of information within departments, centralized messaging platform and document management system are important so that it can be accessed by different departments in real-time. This works to reduce the miscommunication among employees in different departments.

According to *Bordeianu, S., & Lubas, R. (2013)*, a company is responsible for fostering interdepartmental communication and cooperation. This ensures that employees from various departments are willing to invest their time in collaborative projects rather than seeing them as a waste of time or a hindrance to their existing workload. When working as a team in a department, common goals must be acknowledged to accomplish mutual objectives. As this type of environment creates a more efficient organization and one which can adopt change more quickly, it also creates an environment with a better morale and provides a richer professional experience for its employees.

## **OPPORTUNITIES**

The potential to automate procedures and use technology to improve efficiency are examples of external opportunities for the department. Furthermore, the department may be able to work with a personalized treatment and provide excellent customer service to improve the collection process and ensure win-win situation outcomes. The department may also be able to benefit from new rules or regulations that aid to improve the collection process.

Currently, the collection analysts are using the SAP/S4 HANA system in order to track, manage, document or raise a dispute for their own respective account receivable portfolios. You can send automated correspondence from the system, and it will send out to the customer directly. We also can update remarks on every account that we manage and the status of the current account being open as an active receivable. To improve efficiency of the system, the company can upgrade the collection system as it appears to be more organized. Using automated processes wherever practical and appropriate can relieve strain on overburdened collections personnel, while automating manual case handling and communication with customers will allow you to record details and identify vulnerabilities more rapidly.



**Figure 15: Cards and Past Due Invoice**

The way in which a collector manages missed payments or financial difficulties is critical to the willingness of customers to stay with and recommend the business. Every interaction with a customer is an opportunity to strengthen the bond. Collections involve more than just getting money back. It is about increasing customer loyalty and how a collection analyst would keep the customer satisfied. As a result, providing higher-quality interactions through proactive discovery of data quality concerns, increased customer insight, and analytically driven collecting actions can aid in customer retention.

Aside from that, considering a huge population and continued economic uncertainty, it makes sense to detect customers who are possibly at risk of nonpayment and financial hardship. As a responsible collector, implement early intervention and support now, rather than waiting for them to ask for help.

Other than being present to the customers, being proactive and taking the lead can really make one focus on those signs of potential non-payment and offer support to the customers that are suspected to be at risk, especially top accounts that value over 50K USD. The possibility for the non-payment is high and it is crucial for us collection analysts to be armed with knowledge of income shock, and extent of hardship as the higher the amount, the higher the risk. Utilise triggers and alerts to create a more complete picture of each customer's financial exposure. When consumers request payment holidays, keep track of the frequency and type of tolerance they require. It is likely to receive a significant volume of requests, with many requiring longer-term assistance and a lot of emails coming in; and due to the frequency of requests, identifying who is truly in need will necessitate rigorous monitoring and a deep customer understanding.

## **THREATS**

External threats to the department may include competition from other companies, changes in customer payment cycle and behaviour, exposure to default risk, and new regulations or legislation that may have an adverse effect on the collections process. Furthermore, the department may confront increasing costs as a result of inflation or a rise in the cost of doing business.

The collections process begins with prioritising debt to collect, devising collection methods, and discovering fraud in your collections book, and continues through debt sale and late-stage debt collections with debt collection agencies.



**Figure 16: Late payment**

One key challenge that this department faces is striking a delicate balance between maintaining relationships with customers and protecting the organization's financial interests. As collectors are trying to be more proactive in spotting pre-delinquency and likelihood of non-payment to support at-risk customers, we need to strike this balance, tactful communication, empathy, and have an extensive understanding of specific customer circumstances.

In a time of rapid changes, collectors are looking for more real-time data and record as changes in payment cycle and behaviour of the customer will be one of the factors to improve persuasive and communication skills, as well as having a comprehensive understanding of the market, and keeping track of assigned portfolio's developments in detail. Apart from that, fluctuations in economic conditions, unanticipated market disruptions, and modifications in regulatory policies can pose additional challenges and all complicate the department's operations and ultimately lead to the default risk of delinquent payment.

According to Experian, not only will the collectors be able to help vulnerable customers by identifying them, but the collectors will also be able to improve their debt collection strategies to minimize exposure to default risk. As a collection analyst, we had been paying close attention to financial risk long before the accounts were due, especially accounts with more than 50K USD, as we are abiding to the business conduct. This is anticipated to continue, with even more focus being placed on proactively identifying and assisting consumers, not only during short-term economic crises but also during the longer-term economic recovery. With that being said, it is important to determine the key challenges that may arise within the Credit and Collection Department.

## **INDUSTRIAL REVOLUTION 4.0**

Industry 4.0, the most recent industrial trend, builds on what Industry 3.0 began by deploying AI, ML, and IoT as well as additional computerization and automation. Autonomous vehicles are becoming more common in transportation, and we're getting closer to totally self-driving cars. The requirement for maintenance teams to do routine health checks on manufacturing machinery to evaluate its condition has decreased as a result of AI and IoT technologies. In addition, because the equipment is autonomous and capable of self-healing, there are now production lines that never stop.

Industry 4.0 is already well underway. Supercomputing, ML, IoT, mobile, cloud, autonomous machines, autonomous cars, and robots are all being enabled by companies and integrated into supply chains and manufacturing settings. The elements of Industry 4.0 can be considered in a few of the major technologies such as:

**Robotics and autonomous systems** can be used for condition monitoring and predictive maintenance of industrial assets, AI-enabled autonomous systems have self-healing capabilities that can guarantee the highest production uptime, the lowest maintenance costs, and the longest equipment life.

**Digital Twin** technologies allow for the greatest training possible for employees. By simulating the production environment, employees can experiment and play around with the virtual machinery in a test environment that replicates a real production line.

**Augmented Reality (AR).** AR can be quite useful for field engineers working in remote locations without access to technical expertise. They can streamline their daily job by having complete access to full-fledged AR capabilities on their phones and PCs.

**Mobility and cloud.** Industry 4.0 will continue to be driven by mobility and cloud, which are both here and meant for the long run. Public or private clouds can now be utilized to safely deliver services that were previously only available in conventional data centers.



More businesses are utilizing the mobility features that the public cloud offers. However, due to security, financial, and architectural constraints, not all services can be moved to the public cloud. However, there is always the secure choice of bringing a pay-as-you-go model like HPE GreenLake on-premises to replicate the cloud environment. With this as-a-service approach, users are guaranteed a secure and completely managed environment while enjoying the simplicity and comfort of the cloud experience in their own data center, edge site, or co-location facility.

The financial flexibility of this cloud services strategy is one of its most enticing features. Particularly, C-suite members are spared from having to make the difficult choice to make a significant upfront expenditure, as would be necessary in a conventional procurement strategy. Instead, businesses can benefit from recurring pricing for hardware in their own data center that is comparable to the metering experience they are accustomed to from the public cloud.

Another essential Industry 4.0 technology is the **Intelligent Edge**. This includes any location outside of the data center where activity is occurring and significant amounts of data are generated, frequently needing immediate processing - like remote offices, factories, and oil rigs. By incorporating powerful compute, like HPE Edgeline, in these places, we can improve the data analytics.

HPE Edgeline servers can interpret data from legacy protocols like Backnet and Serial into useful insights by understanding SCADA, Modbus, TCP/IP, and other protocols. Of course, data can be sent from the Edgeline server to the cloud if a corporation has embraced a cloud strategy; this will be the case when more resources are needed to execute the analytics. The HPE BlueData Container Platform would be the best choice if we needed to hire data scientists to process the data, as shown in the following illustration:

## ENABLING INTELLIGENCE AT THE EDGE

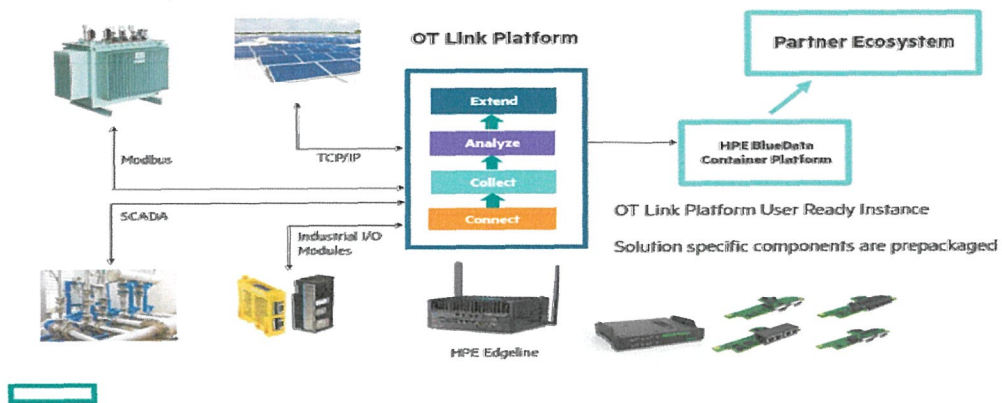


Figure 17: Data Process

The most significant component of the Industrial Revolution 4.0 is the **Internet of Things**, which is closely tied to the Edge. Industries have a wide array of sensors that generate enormous volumes of data. In order to yield insightful information, this data must be correctly connected, gathered, and analyzed. With the help of AI and ML, data may also be analyzed to make decisions immediately, whether we're talking about a machine that can repair itself or a production line that can be optimized.

Again, the workflows in the picture above are well clarified and described. We can see from this figure that every piece of data is linked to an Edgeline server (the OT Link Platform). The entire data set is being gathered and immediately analyzed by this compact and reliable compute, preventing transmission delays that could postpone a crucial decision.

## SUSTAINABLE DEVELOPMENT GOALS



**Gender Equality**—We work to address inequalities in our industry by supporting women at HPE, in our supply chain, and in our communities through a variety of capability-building programs and a commitment to equal opportunity. We recognize that a diverse and inclusive workforce nurtures innovation and enables each individual to contribute to the success of our company.



**Affordable and Clean Energy**—We support the transition to a low-carbon economy through our own commitment to renewable energy procurement, by advocating for more access to renewable energy sources for businesses, and by working with our customers to develop low-carbon technologies for data centers, smart factories, energy grids, and other sectors.



**Decent Work and Economic Growth**—We are committed to protecting workers throughout our company and our supply chain, and we set industry-leading standards to prevent forced labor. HPE also provides our own employees with a safe and healthy work environment to improve employee engagement, productivity, and retention.



**Industry, Innovation, and Infrastructure**—We research and develop technologies that radically change the way data moves and is processed, innovating with sustainability in mind as we address cost and scalability challenges. As our customers undergo digital transformation, we are transforming their businesses with edge and hybrid cloud solutions that increase the security and efficiency of their IT infrastructure.



**Responsible Consumption and Production**—We contribute to the circular economy with new products and services that extend product life and facilitate more efficient use of energy, materials, and resources. We enable our customers to reach their financial and sustainability goals simultaneously through our Design for Environment (DfE) program, Asset Upcycling Services, and new consumption models, to name a few.



**Climate Action**—We are leaders in corporate climate action, with science-based emission reduction targets across our value chain that limit our environmental impact to align with the Paris Climate Agreement. This year we disclosed our climate-related risks and opportunities in alignment with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

Figure 18: HPE Sustainable Development Goals

## CONCLUSION

The credit and collection department, or known as account receivable management, is an essential component of any organization, is responsible for managing the assets and debts related to credit transactions as the company's overall financial situation, solvency, and fiscal sustainability are significantly impacted by the state of accounts receivable, as well as its quality, size, and structure. According to Surikova, et.al (2022), Accounts receivable management is a set of actions with the ultimate goal of maximizing their size and strengthening their structure.

It is crucial to recognize the Credit and Collection Department's essential significance inside an organization. By carefully assessing the creditworthiness of consumers, choosing suitable loan limits, and ensuring prompt payment collection, this department acts as a cornerstone for monetary stability. The department assists in reducing potential financial risks and protects the organization's financial stability by thoroughly examining credit applications and performing due diligence on the customers. Any company that extends credit to its customers faces the problem of managing accounts receivables, and the challenge for businesses is to safeguard profit margins by minimizing write-offs, lowering the cost of collection, and improving the amount of cash collected. (Sah, 2022)

Strong data analysis tools can also be quite beneficial for the Credit and Collection Department. Organisations may learn more about customer payment trends, spot possible risks, and proactively take necessary action by fully utilising the power of data. (Christodouloupoulou, 2023) The department is able to make well-informed judgments about credit rules and debt recovery techniques thanks to this data-driven approach, which also helps it allocate resources more efficiently and pinpoint problem areas.

In conclusion, the Credit and Collection Department is crucial to the financial condition of an organisation. The department can reduce financial risks, uphold solid customer relationships, and ensure prompt payments by carefully evaluating credit, communicating clearly, and making data-driven decisions. Despite obstacles, success can be achieved by employing creative ideas and being flexible in the face of shifting market circumstances. In the end, the department's success in handling credit and collections makes a considerable contribution to the organization's overall stability and prosperity.

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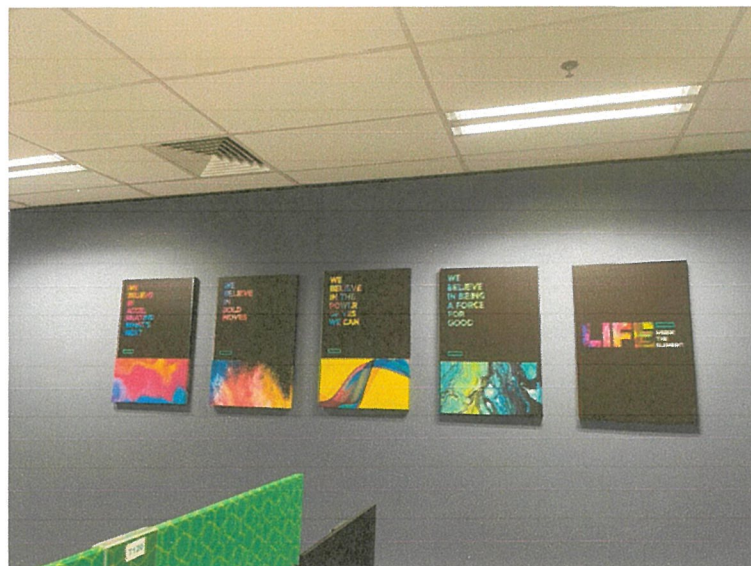
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**APPENDICES**



**Figure 19: Office Department**



**Figure 20: HPE Beliefs frame attached on the wall**



**Figure 21: HPE main entrance**



**Figure 22: HPE E-Club**

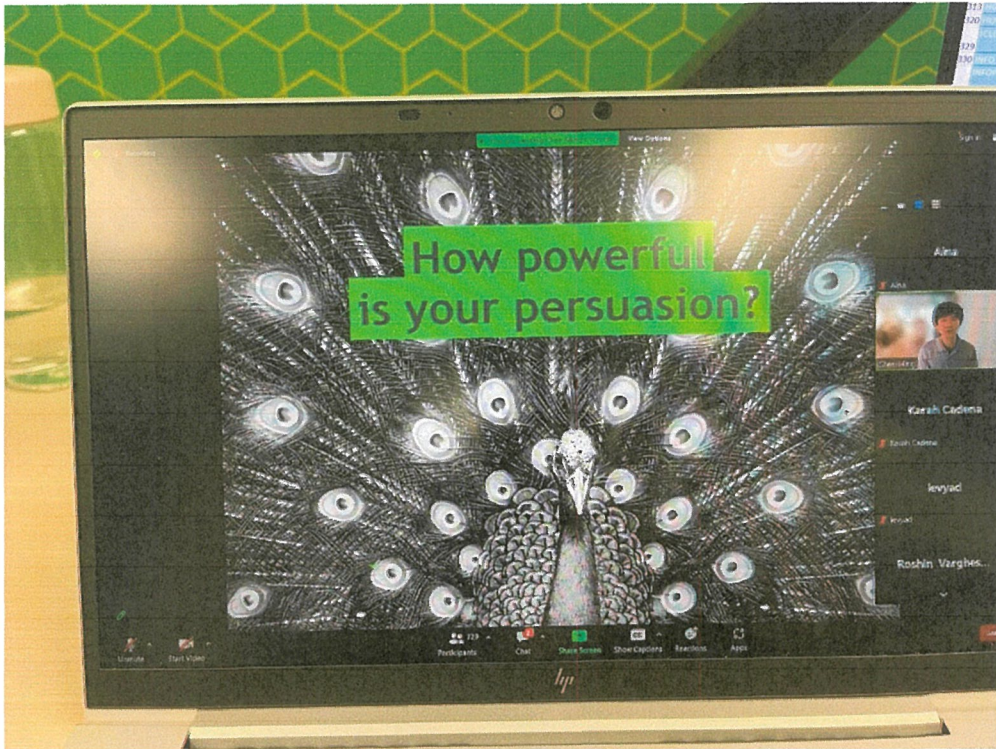




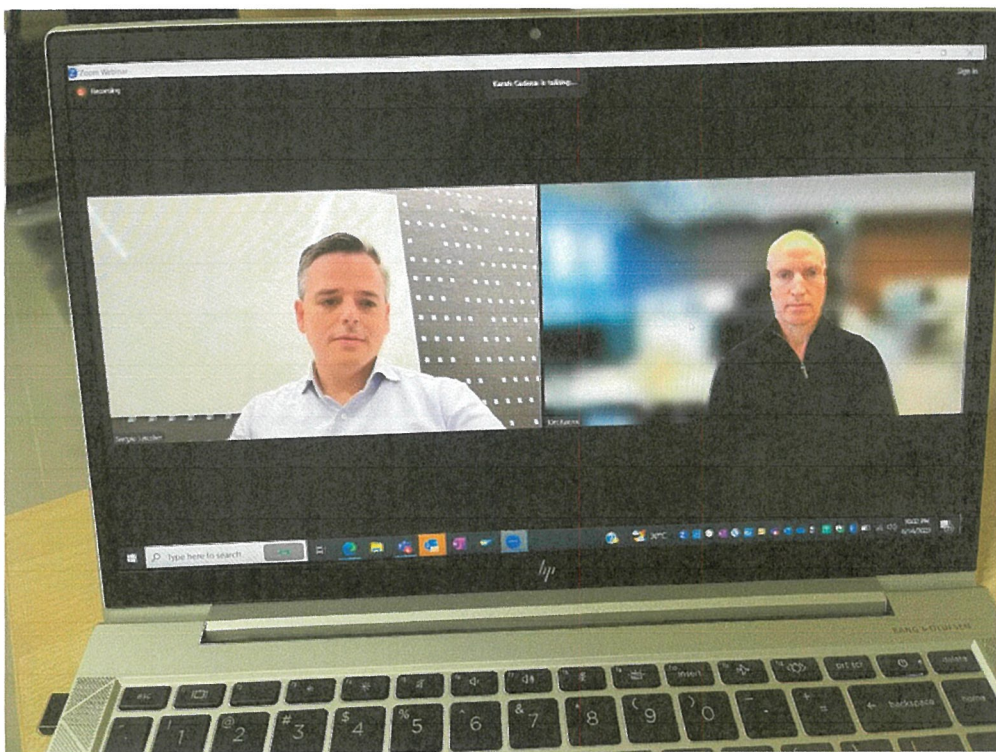
**Figure 23: Office Pantry**



**Figure 24: Received Recognition during FY23 South Asia collections Team Meeting**



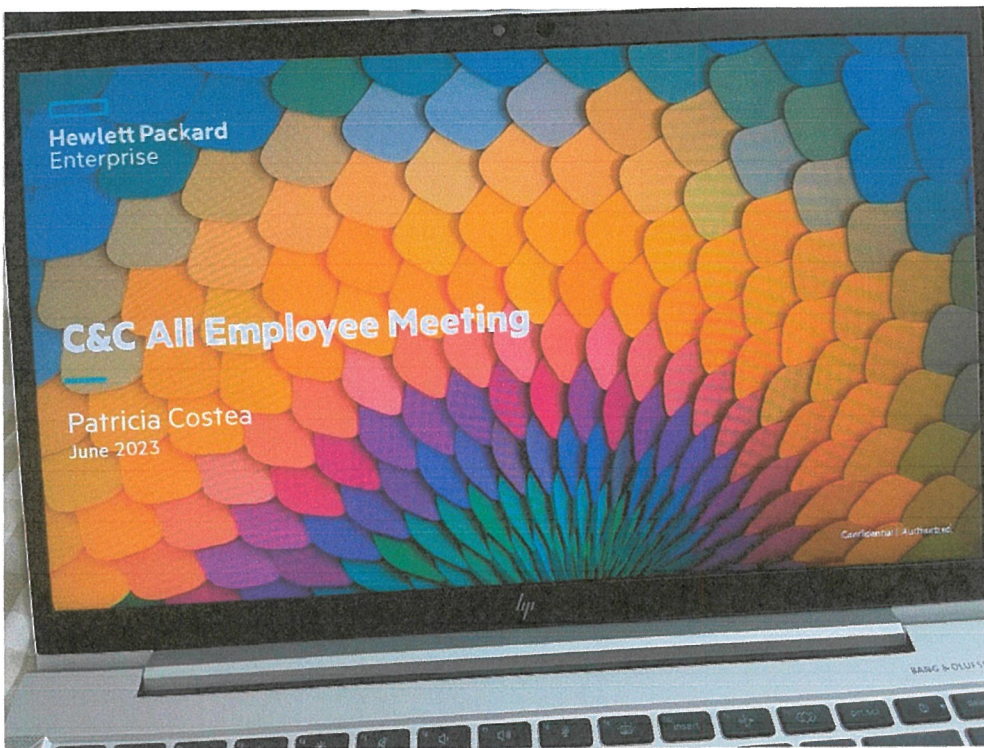
**Figure 25.1: Finance Training**



**Figure 25.2: Finance Training**



**Figure 25.3: Finance Training**



**Figure 26: Joined C&C All Employee Meeting Worldwide**