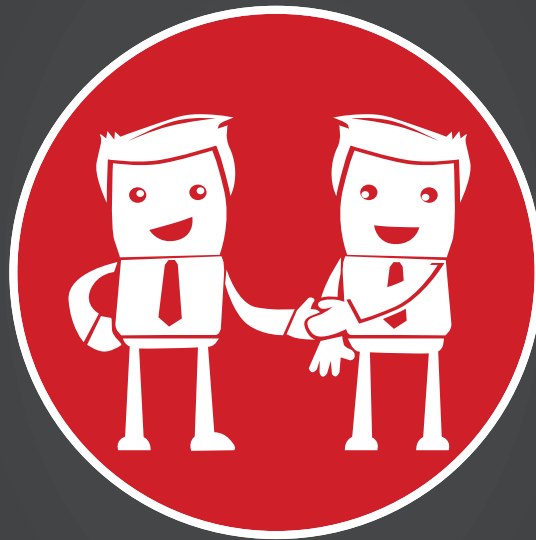




Credit Management Group UK
Experts in cash flow solutions

Credit Management Training



Case Studies

How have we helped businesses?



Structural Engineering Firm

No. of credit Control staff – 3

Issue

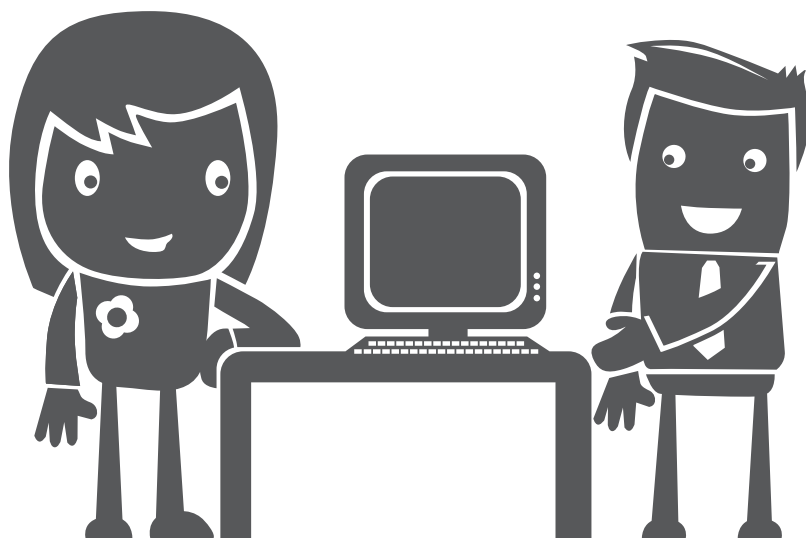
- > Client wanted to improve credit control efficiency

Solution

- > After discussions with client an in-house training course was agreed upon
- > Training needs analysis was conducted and training course delivered that was relevant to our client's business

Result

- > Staff are now more efficient and motivated
- > Received funding towards our fees, therefore had an excellent return on investment





Solicitor

No. of credit control staff – 4

Issue

- > Needed to improve collection performance to gain additional working capital to allow for much needed expansion

Solution

- > An in-house training course for the whole credit control team
- > Designed specifically for legal practices
- > The course covered how to effectively negotiate with their clients, to show empathy together with firmness

Result

- > Client has improved collection performance in a client focused way
- > Maximising working capital due to improved performance

