



**Credit Management Group UK**  
Experts in cash flow solutions

# Outsourced Collections

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## Case Studies

**How have we helped businesses?**



## Control systems contractor

**Market: (Construction) | Turnover: £500k**

### Issue

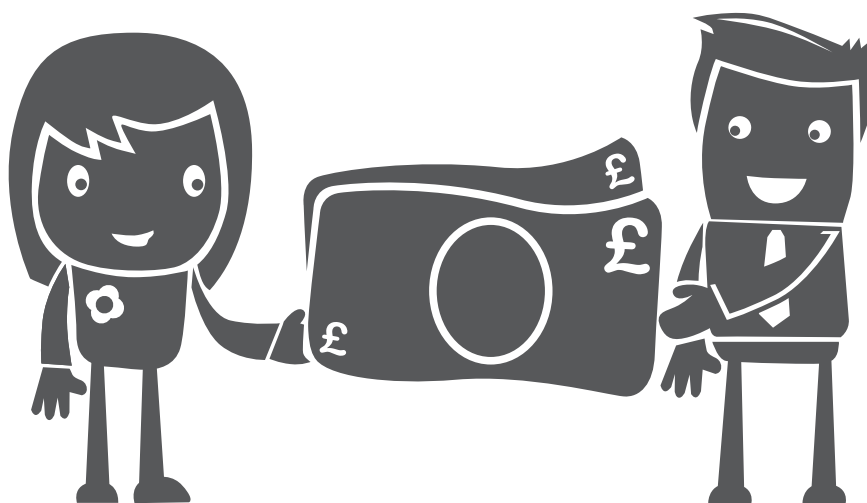
- > Spent too much time chasing outstanding payment which impacted on ability to carry out normal day to day work
- > Did not want to involve 3rd party such as factoring company who were only interested in collecting payment, not maintaining positive customer relationships

### Solution

- > Provided outsourced credit control service that was customer focused
- > CMG UK acted as an undisclosed third party that helped to maintain customer relationships

### Result

- > Significant improvement in cash flow
- > Reduced their overdraft facility by £30,000
- > More time to carry out day to day work, after delegating cash collection to CMG





## Downstream Access Company

**Turnover: £105m | High Growth | Invoice Finance Facility**

### Issue

- > Debtor days at 97
- > No terms and conditions of sale
- > Manual invoicing using Excel

### Solution

- > Provided outsourced credit management service
- > Worked with solicitors, directors and sales to produce new terms and conditions appropriate for the industry
- > Set up process to roll out new terms and conditions to existing customers ensuring acceptance by conduct can be demonstrated if required
- > Identified and integrated billing software customised to suit business needs
- > Designed and implemented dispute resolution process gaining buy in from all departments

### Result

- > Debtor days reduced to an average of 30
- > Significant reduction in time for producing invoices and improved error rate
- > Protection from consequential loss claims





## Recruitment Company

**Turnover: £2.5m | Invoice Discounting | 50 Live Accounts**

### Issue

- > High debtor days of 76
- > Needed help with disputed invoices
- > No credit limits set for customers

### Solution

- > Full outsourced credit control service
- > Designed and implemented dispute resolution process, gaining buy in from all departments
- > Implemented a process to take legal action against delinquent debtors

### Result

- > Reduction in debtor days to 43 within 4 months
- > Disputes dealt with in a timely manner for faster payment

