

## PRODUCT SHEET

Debt Collection Services | International Collection Platform

# CrossCollect®

International Debt Collection Made Efficient

## Your challenge

International companies have complex requirements. When dealing with customers and business partners, they have to consider different laws and tax regulations as well as any cultural sensitivities. This also has an impact on the processing of overdue accounts and generates significant costs for coordinating and managing international accounts receivable.

## Our solution

With CrossCollect®, Arvato Financial Solutions is simplifying the process of managing receivables in multiple countries. Collection services are provided by local debt collection experts and managed via a highly efficient central IT and organizational structure. This saves you the job of searching for local experts as well as the costs associated with it, especially in service management.

## The result

CrossCollect® combines local expertise and central management, enabling you to benefit from simplified processes, optimized recovery rates and increased customer retention in international debt collection. It compares and summarizes the results for each individual country; and, because you can easily add more countries, it lays the foundation for international growth.

## Your benefits



Local  
expertise



Single point  
of contact



Simplified processes



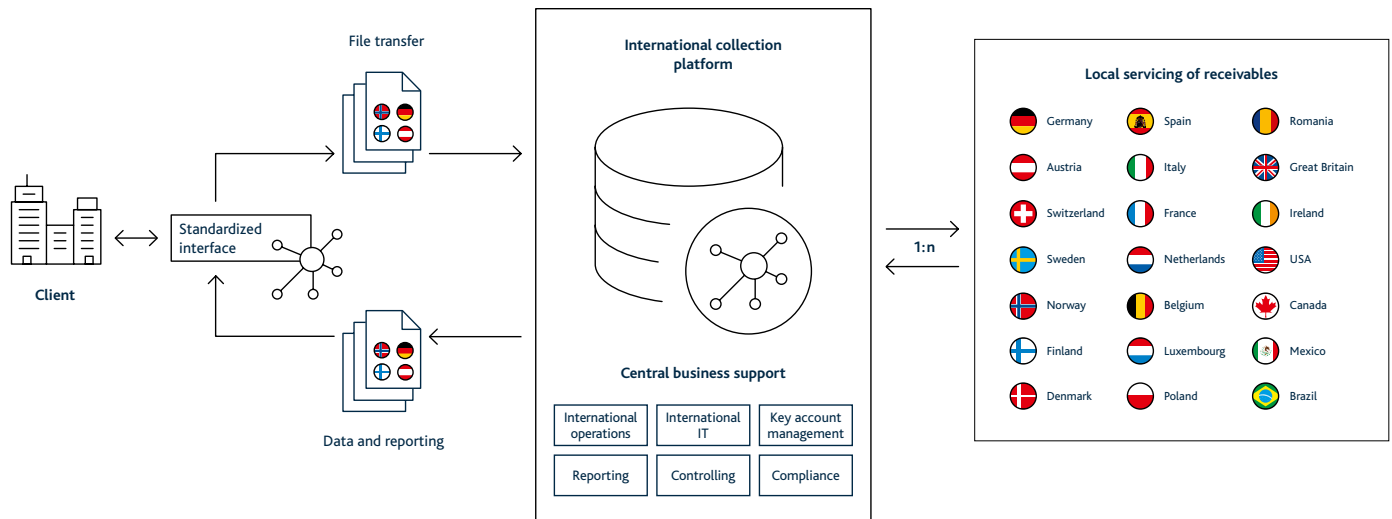
Transparent  
reporting



Client retention  
and reactivation



## The most important factors at a glance



### International debt collection network

Arvato Financial Solutions has an international network of intragroup collection units and international partners in over 20 countries. This means we can guarantee that overdue accounts are processed locally. By considering local laws, cultural differences and individual payment habits, we optimize recovery rates and increase customer satisfaction.

### Efficient service management

If you have any concerns or questions about your portfolio, you can always contact your designated point of contact, who is on hand to support you and your international receivables portfolio across all countries. Of course, we also coordinate with local collection units and international partners and offer central contract management and central supervision.

### Innovative platform

Our highly automated IT platform simplifies complex international debt collection and allows overdue accounts to be processed professionally across borders. You can transfer your local receivables portfolios via a standardized interface; they are then automatically transferred to our international network for local collection.

Our system complies with the GDPR and meets the highest security requirements. An expert from our IT team can support you with the technical connection of your IT systems.

### Consistent reporting

Our debt collection platform enables us to manage all the data centrally so we can issue regular and consistent reports for each country. This gives you an overview of all the latest figures and developments in receivables management at any time and allows you to monitor the performance of individual countries.

Would you like more information? Feel free to contact us.

**Arvato Financial Solutions**

Telephone: +49 7221 5040 5200 | [vertrieb-coll@arvato.com](mailto:vertrieb-coll@arvato.com)

[finance.arvato.com](https://finance.arvato.com)

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