



## Looking to optimize financial results in international receivables management?

CrossCollect is a unique solution for the efficient management of multinational receivables.

### ↓ 01 Initial situation

Our client is a global company operating in the car rentals market. Due to the diverse nature of its business activities – from traditional rental / leasing services to car sharing – there is a broad divergence to the receivables structure, with varying levels of receivables and different limitation periods. The receivables from car rentals, third-party claims and damages due to accidents, are incurred by local subsidiaries, each of which are governed by the regulations applicable for the country of operation. Additionally, their customers are often not residents of the country in which the receivable is incurred. In the past our client instructed local service providers to manage its receivables, which often involved a lengthy collections process and high levels of co-ordination. Our client was therefore seeking an international partner who can fully manage these complex portfolios.

### ↓ 02 The solution and how it works

With CrossCollect, Arvato Financial Solutions centrally coordinates all aspects of receivables management for the client. This is enabled by an international network of group internal collection providers, as well as selected external agencies. The fully automated IT platform – developed in-house by Arvato Financial Solutions – is unique to the market and ensures efficient management and seamless processing for the collection of receivables.

Using a tailored dunning management process, Arvato Financial Solutions is able to ensure the complex processing of receivables from the car rental sector, leasing and third-party claims. Standardised processes provide efficient and secure data transfer, as well as transparency in processing.

### Our client

As a leading international provider of high quality mobility services for business / corporate clients and private travellers, our client is represented on worldwide basis. Receivables incurred in Germany, USA, Italy, United Kingdom, Switzerland and the Benelux countries are collected internationally by Arvato Financial Solutions.



Receivables are transferred for processing centrally via a standard interface; and relevant information on the processing of these receivables (i.e. for every collection country) is regularly sent out to our client.

#### Customer-friendly Communications

No matter which of the various media channels is being used to engage with end-customers, it is always of major importance to the client, and Arvato Financial Solutions, to ensure these individuals are being communicated with in a way that is respectful and sympathetic to their circumstances. Arvato Financial Solutions sees itself as an intermediary between the client and their end-customers and as such will ensure effective communications at all time. The mutual goal for both Arvato Financial Solutions and our clients is a consistent service coupled with an aspiration to retain customers with temporary financial difficulties.

### ↓ 03 The result

Thanks to CrossCollect, the client is benefitting from reliable and effective receivables management, as well as a consistently high quality of service in all countries of operation. Ease of communication is ensured through the appointment of a dedicated Arvato point of contact. The international growth of the client can be supported with the option of associating other subsidiaries. There is also capacity to transfer client-specific information (e.g. vehicle data and deadlines) via the interfaces being used to deliver the services. This ensure effective collection with simultaneous scalability. Detailed reporting adds maximum transparency at all times.

Collaborating with Arvato Financial Solutions helps our clients achieve accelerated processes and optimal financial results, whilst also reducing company expenditure and time spent managing services.



“Following the successful introduction of Arvato’s tailored solution, the client confirmed their processes for receivables management are operating more efficiently; with improved financial returns and reduced internal effort. All of this helps to prepare the client for further international growth, while he can continue to rely on the experience, internationality and technical expertise of Arvato Financial Solutions.”

**Wolfgang Maier**  
Assessor jur.  
Account Manager Financial Services

## Arvato Financial Solutions Services

- Automated and centralized international receivable management
- Local collection according to country and contract-specific provisions
- A dedicated contact person for centralized management
- IT interface for standardization of data transfer between all local subsidiaries
- Standardized and transparent reporting
- Optimal support of corporate growth through
  - Scalable scope of receivables
  - Retention of additional countries
- Measures to suspend periods of limitation

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

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