Providing a key partner around the world

As UK businesses are increasingly looking to new markets around the world, one organisation is providing the capacity for success

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Amidst all the continued uncertainty around the political and economic consequences of Brexit, one aspect seems certain to remain true: British companies are still going to want to be looking for new business opportunities in different markets around the world.

As a credit professional, this, no doubt, offers an exciting opportunity to challenge yourself and to acquire new skills in different scenarios, but it can also leave you somewhat stranded if you do not have all appropriate local knowledge and contacts for success in a particular country or region.

Our solution for international acting clients
We would have clients coming to us with questions such as: "How can we manage efficiently outstanding debts in all those different countries?", "How can we combine different information of all countries to one transparent reporting pack?", "Do we need to build up the required collection knowledge for each country internally?", and "As there are plenty of debt recovery agencies available per country, how can we ensure that we work with a reliable partner?"

Our answer has been the development of a international collection platform: a facility whereby the client can send us one single data file, and that is then passed on to our operations or partners in different countries.

Features of our international collection platform
● A universal interface ensures scalability.
● A one-stop shop concept results in an effective collection process.
● Multicurrency functionality.
● The highest standards of data encryption.

We know that the key to collections success in different regions is to have local knowledge

● A high focus on data security and compliance.
● Automated splitting and benchmark functionality.
● Technical monitoring.

The benefit is clear: we know the key to collections success in different regions is local knowledge, but few firms operate at a scale where they can have trusted partners around the world. So clients can tap into our scope and network of internal operations and external partners we know well.

The challenges
Such local knowledge is invaluable when you come up against the many and various challenges that face an international credit professional today, such as:
● Organising collection services on an international basis.
● Splitting and benchmarking solutions.
● Facing the many different collection

regulations, tax specifics, multicurrency, compliance requirements and laws.
● Acting in an environment of differing time zones, language barriers, and cultures.
● Abiding by all data protection and compliance requirements.
● Ensuring customer satisfaction and a high liquidation rate.

The opportunities
In this environment, our international collection platform provides the standardised collection interface, encrypted data flow, and quality performance monitoring that allows credit professionals to make the most of our range of services:
● Portfolio analysis and consulting: customer segmentation to optimise debt collection and improving collection processes regarding customer needs
● Contract management: central invoicing and clearing checks and simple and unified contract management.
● Operations and quality management: with local experts in collections, audited processes and locations, and customised workflows.
● Performance controlling: audits with clients and agencies, benchmark management, and adaptation to clients' standards.

And what if you wish to quickly liquidate your accounts receivable to free up capital for product development or for entering new markets? In this case debt purchase can be a real alternative. Arvato Financial Solutions purchases debt all over the world, from a central location, as we have the global infrastructure to collect locally.

So the opportunities really are there – with the right partners, now is the time to make your mark on the globe! **CCR2**