



Case Study

Industry: Environmental Services Provider and Products Manufacturer/Distributor
Solution: Workflow Management and A/R Outsourcing
Results: After Only 6 Months, the Pilot Program was Expanded Nationwide

Summary

This U.S. based company has over 150 offices, all of which had their own policies and procedures on how to handle their accounts receivable. Inconsistent performance, combined with a lack of documented, centralized strategy and methodology, had created a high rate of delinquency resulting in a significant negative impact on the company's cash flow.

Customer Profile

Having originated long before being 'eco-friendly' was popular, this company has an unmatched depth of knowledge and experience in their industry. Servicing North America, they focus on used oil recycling and re-refining, parts cleaning and environmental solutions. Their wide range of environmentally-responsible products and services are all designed to protect the environment and conserve natural resources.



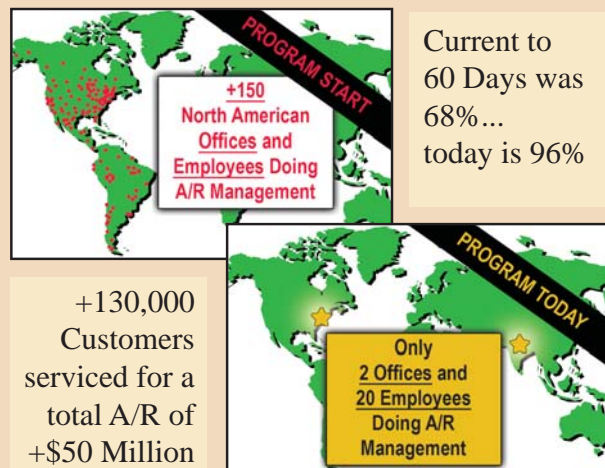
RMS Solution

RMS was to develop a pilot program to centralize the collection activity of this company's branch locations. Beginning with just 10 locations, the program would:

- **Review Existing Systems and Programs:** Before changes could be made, an understanding of what was currently being done, and the systems/software being used, was required.
- **Develop a Methodology:** RMS would develop a plan to be implemented in the 10 pilot locations that would:
 - Streamline processes and unify methodology
 - Provide process mapping and benchmarks
 - Create tracking and follow-up procedures for constant monitoring
 - Standardize report processes as well as produce consistent data tracking and presentation
- **Implement and Train:** Get the pilot locations set-up with the new procedures with full training and system integrations

Results

- A credit and collection policy was established that included determining when customers would be placed on, or removed from, credit hold
- After 6 months, the customer requested the program expand to include all +150 offices
- Solutions were incorporated that utilized RMS to provide select A/R support services through a blended on-shore/off-shore solution strategy for maximum efficiency and costing



- After 7 years of servicing this account, RMS manages their A/R portfolio averaging over \$50 million representing over +130,000 customers
 - Consolidated work from +150 branch offices
 - RMS services this account with
 - 14 Agents in India for small and mid-level accounts using a predictive dialer
 - 6 Agents in the RMS Headquarters manage high-level accounts and dispute resolution

For more information, please contact:

Darrel Hewson
RMS Vice President-Business Development
240 Emery Street, Bethlehem PA 18015
Tel: 484-242-6685
Email: darrel.hewson@rmsna.com