



R·M·S

Case Study

Industry: Financial Services Provider
 Solution: RMS 1st and 3rd Party Collections, Collection Letters, Reporting Services
 Results: In 3 Months, Reduced Past Dues and Suspense by a Total of 19% (\$872k), Provided Global Reporting/Communications Structure

Summary

Having used RMS Accounts Receivable Management services for over 2 years on their U.S., Mexican and South American portfolios, this customer was now asking RMS to take on the management of the same for India, Malaysia, Singapore, New Zealand and Australia. The critical elements presented by the customer, in addition to having to rectify the very high past due balances and suspense, involved them finding a resource to manage the multiple languages and work in various time zones.

Customer Profile



This leasing and asset management division of a larger corporation operates in over 40 countries worldwide with an annual revenue exceeding \$2.5 billion. Their goal is to tailor a financial solution to the business and technology requirements of their customers in an easy and economical manner.

RMS Solution

RMS assembled teams from their offices in Hong Kong, India and the U.S. to coordinate and implement the solution plan. Hong Kong's language skills would support collections in areas such as Malaysia and Singapore, while India would support their own country as well as New Zealand and Australia. Services would include:

1st Party Collections:

- Personal contact with the debtor in the client's name

3rd Party Collections:

- Personal contact with the debtor in the name of RMS

Collection Letters:

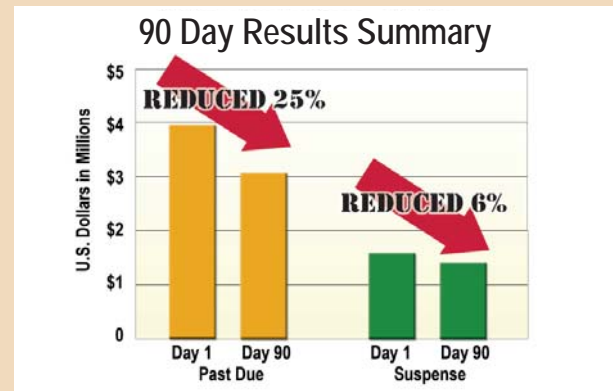
- A series of letters escalating the demand for payment

Reporting Services:

- Root Cause Analysis, Recovery Reports, Executive Summaries, and Suspense Reports to be regularly generated and reviewed so that adjustments to the process can be made to maintain SLAs

Results

RMS Hong Kong and India's multi-lingual associates promptly established communications with the debtors, and escalated the process from 1st to 3rd Party Collections where required. Collection Letters were used where personal contact was unable to be established. Working shifts, RMS ensured debtor contact during standard business hours and **achieved the following reductions in just 3 months:**



- **Past Dues by 25%** - Achieved despite a significant roll-over of 30 day past due accounts to the bucket in this same time period
- **Suspense by 6%** - Customer contacts established for a significant percentage of the portfolio to reconcile the majority of the remaining suspense over the next 90 days

RMS' use of their **Synergy™** software within all their offices worldwide, not only allowed for the creation of all the requested reports but also for their production on a country, regional and global level.

Synergy™ allowed for international communications of resolutions, alerts and changes on multiple levels.

Global SLAs were established to maintain the efficiency and productivity that had been achieved.

For more information, please contact:

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