

# PreZero

A partnership that extends beyond collections

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## A partnership that goes beyond debt collection

**PreZero is one of the largest international environmental service providers in waste collection, processing, and recycling. With hundreds of thousands of invoices sent annually, a well-organized collection process is essential. When invoices are not paid on time, PreZero enlists the help of BVCM.**

PreZero has been working with BVCM for over 17 years to continuously optimize this process. The focus is not only on collecting outstanding debts, but also on structurally reducing the number of collection cases. By detecting issues early and adopting a people-oriented approach, we achieve sustainable results together.

The collaboration is founded on a shared vision of trust, engagement, and mutual respect—and has proven in practice to be an effective partnership within a complex operational environment.



## The right balance between results and customer focus

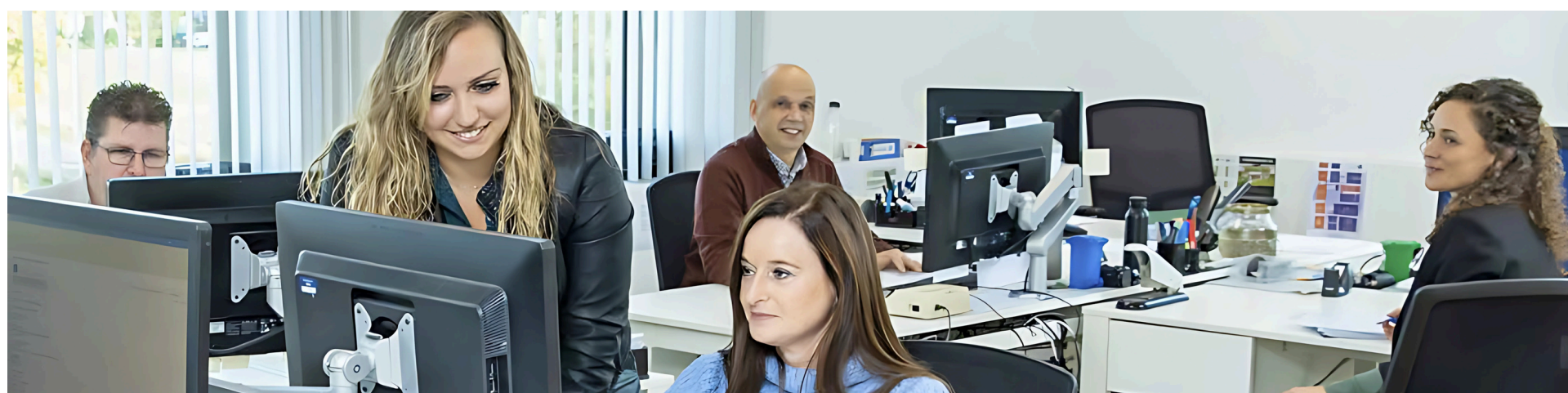
PreZero needed a collections partner that went beyond merely "collecting money." The challenge was to find a company that maintained a human touch without compromising on results.

*"We hardly ever talk about debtors; we talk about customers. This approach requires a collections partner who shares the same perspective."*

-Rick Dijkers, Credit Manager at PreZero-

The collaboration with BVCM was established thanks to a clear rapport and a shared vision of collections as an extension of the customer process. PreZero engages BVCM when outstanding debts remain unpaid after the final reminder.

What sets the collaboration apart is the mutual effort towards structural improvement. BVCM not only supports in collecting debts but also proactively advises on reducing the number of collection cases. "They focus on quality, not quantity. That is precisely the approach we were looking for," says Dijkers.



**Interested in learning more about debt collection solutions?**

**For more information visit:**

**[www.bvcm.com/en/debt-collection](http://www.bvcm.com/en/debt-collection)**



## Process-oriented, efficient and customer-friendly

At BVCM, we have implemented a streamlined and customer-friendly debt collection process for PreZero. This process is based on three pillars:



### Streamlined and customer-focused collection process

For PreZero, BVCM implemented a streamlined collections process that integrates seamlessly with their internal operations. Utilizing a user-friendly portal, outstanding receivables can be submitted quickly and easily, expediting the follow-up process and ensuring efficient handling—often within the same day—allowing PreZero’s internal team to focus on daily operations.



### Preventive approach for sustainable results

At BVCM, we believe that effective collection policy starts with prevention. Therefore, we not only support PreZero in following up on overdue payments, but also actively advise them on structurally reducing the number of collection cases. Together, we optimize processes and identify risks early on, allowing payment issues to be resolved at an early stage.



### Clear, respectful, and results-oriented

As customer relationships are central to PreZero, BVCM employs a respectful and professional approach in every interaction. Customers are addressed in an understanding yet clear manner, with consideration for their personal or business situations. Through clear communication and realistic payment arrangements, customer relationships are maintained—even when immediate payment is not possible.

***"Customers who honestly admit they cannot pay have to overcome a significant barrier. We want to assist them. However, if someone fails to fulfill their commitment, we are straightforward. BVCM understands exactly where that balance lies."***

## A partnership with lasting results

The collaboration between PreZero and BVCM delivers tangible results:

- Structural decrease in the number of debt collection cases;
- Swift follow-up of outstanding claims;
- Streamlined processes and real-time insights via the BVCM portal;
- Maintenance of client relationships, even during debt collection processes.



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## Our story

BVCM provides comprehensive solutions within the Order to Cash process, ranging from outsourcing and secondment to debt collection and legal proceedings.

Since our inception in 2005, we have consistently dedicated ourselves to achieving the best possible results for our clients. After all, you are only as good as your last result. Over the years, we have expanded into an international full-service credit management specialist, proudly serving hundreds of clients both in the Netherlands and beyond.

We continuously evolve by staying abreast of the latest technological advancements to meet all our clients' credit management needs.

As your international partner in the total prospect-to-cash process, BVCM (Bureau for Credit Management) leverages our extensive experience to optimize your complete credit management, alongside our partners, services, and personnel. From client selection to (e)-invoicing and invoice payment, we employ intelligent modern digital solutions such as e-invoicing to deliver your invoice to your client in the most efficient manner or by applying machine learning to determine the most effective trajectory. Would you like to learn more about our BPO services? Feel free to contact us at [sales@bvcm.nl](mailto:sales@bvcm.nl) or +31 20 34 60 746. Prefer to schedule an appointment directly? You can do so via the button below!

**Contact us**



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