

TAUW

Smart and scalable debtor management



Debtor management as a stable link within an international organization

TAUW is a leading European consultancy and engineering firm, specialising in sustainable solutions for the living environment. Operating from six countries, TAUW undertakes projects across 21 specialist domains, including soil, water, ecology, and energy. Behind this technical expertise lies a complex international organisation where continuity, control, and financial stability are essential.

To ensure a structured and consistent approach to credit management, TAUW entered into a partnership with BVCM in 2017. Since then, the collaboration has developed into a long-term relationship built on expertise, continuity, and flexibility.



The need for expertise and continuity

For TAUW, outsourcing debtor management is a strategic decision. Instead of hiring specialists internally, the organization deliberately opts for an external party that can guarantee reliability and expertise. “We outsource our debtor management to ensure continuity,” says André Kroeze, financial manager at TAUW.

“It is challenging to attract good specialists ourselves. Relying on a single employee makes us vulnerable during sickness or vacations. At BVCM, only specialists are employed. If someone is absent, a colleague is immediately available. This provides peace of mind.”



The choice for BVCM was focused on selecting a partner capable of executing the entire process professionally and scaling with the organization.

In addition to continuity, TAUW values flexibility and (international) deployability. The organization is active in Germany, France, Belgium, Spain, and Italy, among other countries. Within this context, the debtor management must also be able to grow. “We found it very important that our partner is, or could be, internationally oriented,” said André.

“Our foreign branches independently manage their accounts receivable on the same Order2Cash platform, a partner of BVCM, which we also use for our e-invoicing. If a particular branch grows in size, along with its accounts receivable management, there must be an option to integrate this with BVCM if desired. That flexibility is there.”

BVCM's approach aligns seamlessly with TAUW's customer-oriented methodology. “Debt management is a people-driven task. BVCM understands this. Their approach to engaging with our clients matches our values — professional yet respectful. This makes the collaboration strong.”

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Debtor management that aligns with the organization

For TAUW, BVCM has implemented a streamlined and scalable accounts receivable process, built on three pillars:



Streamlined and scalable accounts receivable management

BVCM has implemented a robust accounts receivable process for TAUW that fully aligns with the structure and scale of an international organization. Files are efficiently processed through the Order-to-Cash platform, utilized by all of TAUW's European branches. This uniform approach allows processes to be easily scaled without sacrificing clarity or control.



Operational meetings and continuous optimization

Effective collaboration requires clear coordination. Therefore, a monthly operational meeting is held between TAUW and BVCM. During these meetings, ongoing cases are discussed, bottlenecks resolved, and improvement opportunities identified. This structured approach ensures the process not only runs smoothly but also becomes increasingly refined.



Professional and appropriate customer interaction

Accounts receivable management demands more than mere follow-up; it requires the right conversation. BVCM maintains customer contact on behalf of TAUW, doing so in a manner that aligns with the organization's values. Professional, clear, and with attention to the relationship. This ensures customer trust is maintained—even when payments are delayed.

Operational stability, financial control, and an improved cash flow

The collaboration with BVCM provides TAUW with demonstrable benefits in both operational execution and financial outcomes. The key results include:

- Reduction in Days Sales Outstanding (DSO).
- Significant decrease in outstanding disputes.
- Lower provisions for long-standing receivables.
- Consistent staffing through a flexible team of specialists.
- Monthly meetings focused on structural optimization.

"All of this is beneficial for our cash flow and working capital."



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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 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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