

Unit 4

From backlogs to control thanks to
customer-focused debt collection

UNIT4

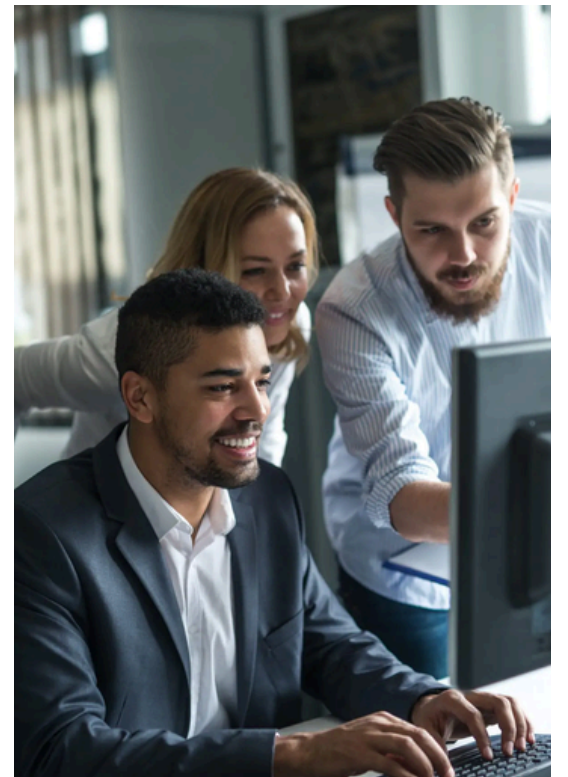


From backlogs to control thanks to customer-focused debt collection

What do you do when invoices remain unpaid for months, despite all internal efforts? For Unit4 — a global enterprise software company that designs and delivers ERP solutions and related professional services — this was a persistent challenge for years.

As an international provider of business software to clients including governments, educational institutions, and service organisations, a tightly managed and efficient financial process is essential. In practice, however, payment delays regularly occurred, sometimes extending over several months.

Since partnering with BVCM in 2019, Unit4 has made significant progress in the area of collections. The number of overdue payments has dropped substantially, and today, more than 80% of the outsourced cases are fully recovered.



“Invoices we thought were uncollectible are now being paid. This approach works! Customers feel heard and eventually proceed with payment.”

—Ronald Pfeiffer, Global Manager Shared Service Center at Unit4 —

Increasing backlogs and stalled cases



UNIT4



When Ronald Pfeiffer took on the role of Global Manager Shared Service Center at Unit4 in 2019, he was faced with a significant backlog in the accounts receivable portfolio. Despite the dedicated efforts of the internal team, standard measures such as reminders and final notices were often not enough to compel customers to pay.

“Our colleagues did everything within their power. But when payment still failed to arrive after the final reminder, the process often came to a halt. In some cases, we waited up to six months for payment.”

The lack of a structured follow-up process resulted in delayed cash flow, increased pressure on working capital, and a growing workload for the collections team. Compounding the issue was the fact that Unit4 serves customers across various countries and sectors — making communication and follow-up even more complex.

The organisation needed a reliable partner capable of taking over cases after the internal process had been exhausted — and doing so quickly, carefully, and with a customer-centric approach. A partner able to manage collections professionally, even in cases where no further progress was expected internally.

Interested in learning more about debt collection solutions?

For more information visit:

www.bvcm.com/en/debt-collection

Acting quickly with a customer-focused approach

To collect outstanding receivables more quickly and effectively, BVCM implemented a collections process fully aligned with Unit4's operational workflows, customer philosophy, and international structure. This approach is built on three core pillars:



Fast and effective follow-up on outstanding receivables

For Unit4, BVCM takes over the collections process at the point where internal follow-up no longer yields results. Through a clear and structured handover procedure, cases are submitted efficiently, enabling BVCM to take immediate action. Contact with the customer is initiated within 24 hours. This rapid response ensures that the customer relationship remains "warm," significantly increasing the likelihood of successful recovery.



Close collaboration for maximum impact

An effective collections strategy starts with strong alignment in the preparatory phase. Unit4 and BVCM maintain short lines of communication and meet weekly to review active cases and optimise processes. This proactive collaboration prevents delays, enhances transparency, and enables quick decision-making. By sharing responsibility, both parties maintain a high pace and achieve measurable results.



An empathic approach without compromising professionalism

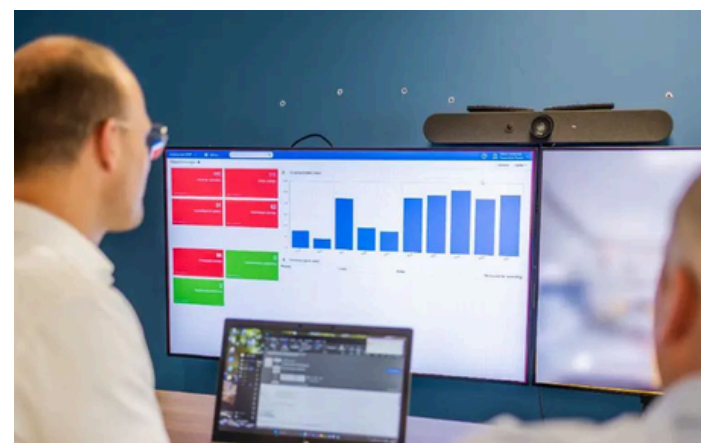
Even in the final stage of the payment process, the customer remains central. BVCM's collection specialists listen, engage, and approach customers with respect. The tone is firm yet empathetic — comparable to a mediation-style interaction. This approach delivers impressive results: over 80% of outsourced cases are fully recovered, with no customer complaints about the process.

“Sometimes, clients just want to share their story. BVCM takes the time to listen and communicates this back to us. This empathic approach is effective and leads to results.”

High collection rate without disputes

The collaboration between Unit4 and BVCM delivers tangible results:

- More than 80% of the files are fully collected.
- Backlogs have been nearly cleared.
- Quick follow-up and immediate action, often within 24 hours.
- No customer complaints about engaging BVCM.



"In my entire career, I've always had clients who complained about a debt collection agency," Ronald says. "But in the years I've worked with BVCM, not a single client has been unhappy about us transferring them. That speaks volumes."

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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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