



What our customers have to say:
“Debtor management is
people work”

▼ Table of contents

Short summary: What does the customer say	1
Introduction	2
International debtor management	3
Room for improvement	4

▼ Short summary: What does the customer say

Results partnership Tauw

- Worldwide support
- Expert staff and flexible deployment
- Customisable workflow
- Proven effectiveness in protecting cash flow and improving net working capital

What André Kroeze says

- ▶ “TAUW is active in five other European countries. If a particular branch grows in size and its accounts receivable management grows with it, it should also be an option to outsource that to BVCM, if desired. That flexibility is there.”
- ▶ “BVCM only employs specialists. If our regular contacts at BVCM are ill, there is always a replacement. This is how we achieved the desired continuity.”
- ▶ “BVCM is open to improvement and development. At the beginning of our partnership, we discussed optimising our debtor management. There was room for that.”
- ▶ “Over the years, our DSO (Days Sales Outstanding) has been declining. The number of disputes is also going down.”



▼ Introduction

For several years, the consultancy and engineering firm TAUW has trusted its accounts receivable management to BVCM. The agency, with a turnover of 144 million euros (2020), sees that its partnership with BVCM is paying off. “Over the years, our DSO (Days Sales Outstanding) has been declining. The number of disputes is also going down. The same goes for our accounts receivable provisions that we build up for long-term receivables”, says finance manager André Kroeze. .



The first acquaintance between TAUW and BVCM dates back to 2017. The partner that until then had been performing debtor management for TAUW had announced that it would no longer continue the service to focus on other core activities. “So we started looking for a new partner and had certain prerequisites”, André explains. “We outsource our receivables management first and foremost to ensure continuity. It is not easy to bring in good specialists if you take on the control yourself. I can’t hire a whole team for debtor management.

On the other hand, with just one employee, we are too vulnerable in case of illness or holidays. BVCM only employs specialists. If our regular contacts at BVCM are ill, there is always a replacement. This is how we achieved the desired continuity.”

We outsource our debtor management primarily to ensure continuity. It is challenging to bring in good specialists if you manage it yourself. I cannot hire a whole team for debtor management. And with one employee, we are too vulnerable in case of illness or holidays.

André Kroeze Financial Manager



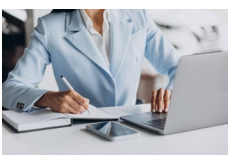


▼ International debtor management

In addition, TAUW was looking for a partner with sufficient flexibility to respond and scale up operations, including abroad, quickly. André: “We found it very important that our new partner is, or could be, internationally oriented. After all, TAUW is active in five other European countries: Germany, France, Belgium, Spain and Italy. Our branches do their debtor management independently on the same platform as BVCM partner Order2Cash, with which we also do our E-invoicing. If a particular branch grows in size and its accounts receivable management grows with it, it should also be an option to outsource that to BVCM, if desired. That flexibility is there”.

▼ The right connection

Besides continuity, flexibility and professional expertise, TAUW considers personal match necessary. André: “Accounts receivable management is people work. BVCM contacts our customers because payments have not been made. How BVCM deals with this must match how we deal with the customer. It is also important that the communication between BVCM and TAUW runs smoothly. Of course, there are several companies with good specialists, but it’s all about being a match, and we are. We feel good about the people at BVCM”.



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▼ Room for improvement

When you work together, you both need to be open to improvement and development, André believes. “BVCM is open to that. At the beginning of our partnership, we discussed optimising our debtor management. There was room for that. Every month we have an operational meeting about the ongoing business. It’s all running fine, but if there is room for improvement, both parties can point that out, and action is taken. Regardless, debtor management is going well. Over the years, we have seen our DSO (Days Sales Outstanding) decrease. The number of disputes is also going down. The same goes for our accounts receivable provisions that we build up for long-term receivables. This is beneficial for our cash flow and working capital.”



▼ About BVCM

BVCM (bureau for credit management) is your (international) partner for the entire prospect-to-cash process. From our years of experience, we optimise your entire credit management with our partners, services and people. From the selection of your customer to (e)-invoicing and the payment of your invoice.

We do this by using intelligent modern digital solutions such as e-invoicing to deliver the invoice to your customer optimally or by applying machine learning to determine the most efficient route.

Would you like to know more about our BPO services? Feel free to contact us via sales@bvcm.nl or 020 34 60 746.

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