



What our customers have to say:
“BVCM can go that extra mile”

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▼ Short summary: What does the customer say

Results partnership Fletcher Hotel

- High rate of resolved cases
- Personal attention
- Replenishing information and collecting receivables

What Vincent Nikkels says

- ▶ “The percentage of resolved cases is high, and the system runs smoothly.”
- ▶ “BVCM is also very accessible and approachable. Carel and I regularly call each other to exchange ideas. During the corona crisis, for instance, we talked about our debtor policy.”
- ▶ “When I have done everything I can, and it looks like it will be difficult to collect the debt, I bring in BVCM. After all, BVCM can go the extra mile that I cannot go myself.”



▼ Introduction

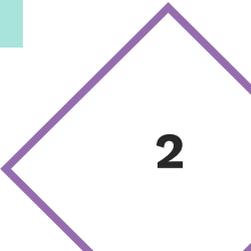
Fletcher, one of the largest hotel chains in the Netherlands, has been working with BVCM to collect outstanding debts for over a decade. “The percentage of resolved files is high. We have an excellent partnership together”, says finance manager Vincent Nikkels



Fletcher, the hotel group with over 110 hotels and more than seven thousand beds, receives many thousands of guests daily. Among all those visitors, there are always customers who do not show up or cancel late. “It also happens that people who no longer want to use Hotelbon cancel their subscription too late and are charged for it”, says Vincent. “Eighteen months ago, we centralised the debtor management of all our hotels. When a business customer is in arrears, I initially send reminders and demands for payment myself. When I have done everything I can, and it looks like it will be difficult to collect the debt, I bring in BVCM. After all, BVCM can go the extra mile that I cannot go myself. A debtor may be a good customer. So, I don’t always want to be too strict at the risk of losing the account. That is sometimes the area of tension between Finance and Sales. Then it can be useful to have a message sent by BVCM, giving the customer a good wake-up call. An outsider can exert more influence.”

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Vincent Nikkels Finance Manager





▼ Rock-solid files

Good collection results require rock-solid files. To prove what you are owed, you must have the evidence, as Vincent knows fully. “When you have your files in order, it increases the chances of collecting outstanding debts. When our files are sound and complete, in most cases, BVCM manages to get payments in. The percentage of resolved cases is high, and the system runs smoothly. We could still possibly improve the percentage in euros together. We sometimes hand over major claims where the file is not always complete.”

▼ Good teamwork

Vincent values his excellent relationship with Carel Alberts, commercial director at BVCM. Vincent: “Our working relationship is perfect. That helps. We can always get in touch with each other. Fletcher is an approachable organisation. Both for our guests, our employees, and the companies we work with. BVCM is also very accessible and approachable. Carel and I regularly call each other to exchange ideas. During the corona crisis, for instance, we talked about our debtor policy. At times like that, you need to be less strict. Unfortunately, that affects the processes. Carel also raises the alarm when we have handed over files with a risk of something going wrong. Even then, there is good teamwork. We have lunch together twice a year, and we put our heads together to dot the i’s and cross the t’s. We don’t just talk shop. We like to laugh together, and there is a lot of mutual respect and trust. We have an excellent partnership, and as far as I’m concerned, it will stay that way. If it feels right, don’t change it”.



Want to know more about our Collections solutions? For more information, please visit bvcm.nl/incasso

▼ 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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