

A close-up photograph of two hands holding two interlocking white puzzle pieces. The hands are positioned over a wooden desk. In the background, a magnifying glass with a gold rim and a spiral-bound notebook with a grid pattern are visible. The lighting is warm and soft. A blue arrow graphic points from the right edge towards the puzzle pieces. A red circle graphic is overlaid on the left side of the image, partially covering the notebook.

UNIT4

What our customers have to say:
“Finding a solution to debt”

bvcm+

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▼ Short summary: What does the customer say

Results partnership Unit4

- Shorter duration of outstanding receivables
- Collecting with customer retention
- Decrease in payment delays

What Ronald Pfeiffer says?

- ▶ “BVCM listens and links back to us. It’s an approach similar to mediation, and it works.”
- ▶ “BVCM employees know how to use the right tone and communicate correctly. The strength of BVCM is also in the speed of work. When we hand over a case, it only stays on the shelf for a few weeks.”
- ▶ “In the two years, I have been working with BVCM, there was not a single customer who found it unpleasant to have been approached by a collection agency.”



▼ Introduction

Unit4, a business software developer with offices worldwide, has seen payment arrears fall sharply since it worked with BVCM.

UNIT4

When Ronald Pfeiffer, Global manager shared service center, joined Unit4 in 2019, he saw considerable backlogs in debtor portfolios. Ronald: “It is not possible to collect everything yourself. Colleagues did everything in their power. They called the customer and sent payment reminders, but payment was only sometimes made even after the last reminder. Too often, that turned out to be the end of the process. In the past, Unit4 sometimes waited up to six months for the money to come in.

When a customer is behind in paying, Unit4 conducts the first-line conversations until the last reminder. Will that remain without result? Then the file goes to BVCM. Ronald: “Invoices we initially thought could no longer be collected are now being paid. We also see that customers sometimes just want to tell their stories. If BVCM calls an intermediary, customers will be given the opportunity. BVCM listens and links back to us. It’s an approach similar to mediation, and it works. Customers do eventually pay. The results are excellent. It is now possible to collect more than 80 per cent of the cases in full. The backlogs have now almost been made up. BVCM is now getting more and more recent cases. No more files that have sometimes been running for almost a year.”

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Ronald Pfeiffer Global manager shared service center

UNIT4



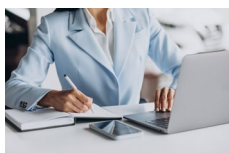
▼ Good communication

These results can only be achieved when the preliminary phase is in order. Good communication and interaction between BVCM and Unit4 play an essential role. As well as a fast and effective follow-up. Ronald: “We can be successful together because we switch quickly. We do not sit and wait for each other but keep the momentum together. After the first phone call, keep the customer contact warm and not let it get cold again.”

BVCM’s knowledge and expertise are also reflected in good communication skills, Ronald notes. “BVCM employees know how to use the right tone and communicate correctly. The strength of BVCM is also in the speed of work. When we hand over a case, it only stays on the shelf for a few weeks. Often the action is taken the same day or a day later.”

▼ No complaints from customers

This decisiveness goes hand in hand with a customer-friendly approach. Ronald: “The customer is always central to Unit4. You would initially think that a collection agency does not fit in with that. But with the right collection agency, that can go very well together. In my long career, I have always experienced clients who complained after a collection agency was hired. But in the two years, I have been working with BVCM, there was not a single customer who found it unpleasant to have been approached by a collection agency.”



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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