

“Efficiency and a proper workflow ensure the best results”

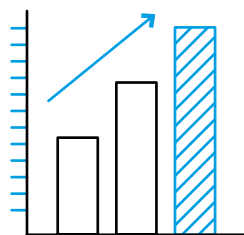
Peter van Eendenburg – Manager Backoffice & Collecting

ENGIE Group is the largest and most innovative energy company worldwide. The organisation has a presence in 70 countries, including the Netherlands. It is focused entirely on green energy. This energy is generated naturally: from the sun, wind, water or even from biomass. ENGIE Group consists of ENGIE Services and ENGIE Energy, among other units. In 2017, Services switched from ‘Onguard ICMS’ to CreditManager of Onguard. In doing so, it achieved excellent collection results. In 2017 ENGIE Energy has also acquired this software. Consequently, both business units now work with CreditManager.

In the Netherlands, ENGIE employs 6,200 people in Services and 800 people in Energy. Every day, they tackle the challenge of creating a cleaner world. In total, these employees serve 34,000 business customers. An uninterrupted cash flow and a clear overview of all outstanding invoices and actions are therefore critically important to ENGIE. This is reason enough to opt for comprehensible credit management software. Peter van Eendenburg, Manager Backoffice & Collecting at ENGIE has been working for quite a while already with the software of Onguard and is happy to have been able to implement also CreditManager at ENGIE Energy.

RESULTS AND BENEFITS

- Actions of colleagues and the team are very transparent
- Workflows are clear
- Clear reports
- Each customer’s progress can be followed in detail
- The communication to and from the customer is straightforward
- Actions are generated only once the preceding action has been concluded



PETER VAN EENDENBURG, MANAGER BACKOFFICE & COLLECTING AT ENGIE

- “We communicate with the customer consequently and personally. The payment behaviour changes accordingly and increasingly improves.”
- “The outstanding actions are clear in a professional manner.”
- “New actions will be generated only once the previous action is completed. This provides clarity.”
- “In my eyes, the greatest thing about Onguard is that they want to innovate and at all times want contribute ideas to us.”
- “The system is proactive, allowing us to focus on what counts: the customer.”
- “I have been working with Onguard for as long as I can remember and I am proud to have implemented CreditManager at ENGIE Energy.”



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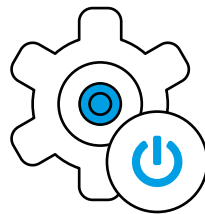
Peter van Eendenburg

POWERFUL SYSTEM

The good collection results at ENGIE Services have in part been the reason for implementing also CreditManager at ENGIE Energy. Van Eendenburg: “I believe it important that the service provided to our thousands of customers proceeds smoothly. A proper workflow is essential in that regard. I do not want to spend too much time identifying the collection actions I have to initiate with my team of 13 credit employees. Hence, I was looking for a system that optimally supports the collection policy of ENGIE.” Van Eendenburg has been familiar with the software of Onguard for years already. “The strength of this system is that I have very little to worry about the various types of actions that must be performed. The software is supportive and efficiently guides our department through our work. Thanks to our CreditManager, the number of customers we can serve daily is larger than before. A good example thereof is e.g. that we can personally mail 2,000 customers at once and that a reply of the customer is immediately visible on the account balance. This means that we can do more with the same FTEs. We are achieving excellent results with the same team, notwithstanding the enormous increase in the number of buyers.”

DSO DOWN, EFFICIENCY UP

“CreditManager of Onguard offers tangible relief for us. Before, we tried using software of SAP for our credit management. That system is great, but not for the volume of work that awaits us daily. For this, we need specific software packages in addition to the large ERP packages, with which we can assist our customers as quickly and as well as possible. The CreditManager serves this purpose. We give high priority to customer engagement. Our DSO was reduced by fifteen days when we switched from SAP to Onguard’s software. In addition, we even required less FTEs. Our customers also notice that we are consequently communicating with them. If they e.g. have received a reminder or a demand from us, an action will follow automatically a few days later that stipulates that we will have to contact them-provided that they have not yet paid back the invoice. All follow-up actions will automatically be cancelled as soon as the customers pay. The latter is obviously very handy.”



WHY ONGUARD?

“Onguard’s software is user-friendly, fast, and very efficient. There are also criteria that are very important for our department. In addition, the interactions in respect of all the technology are a lot of fun. We would love to have a little more contact with our Account Manager, but we are certainly very satisfied with the technical processing. The software is running perfectly in the cloud and all our credit managers can work where and when they want. Onguard provides structure for our credit managers and helps them to focus on the problem cases. These require additional attention. What I also like about Onguard is that they want to innovate and at all times want to contribute ideas to us. They do not shy away from custom solutions and this flexibility ensures that we can do well what we are good at: provide the world with energy generated naturally.”

