

Proactive credit management is one of our most significant achievements in recent years

Frank Lambrechts - Credit Controller

Waste is serious business. And Indaver's 1,700 employees are specialists. With sustainable solutions that manage around five million tons of waste products every year, Indaver is a key player in the European waste and resource management industry. In the Netherlands, it leads the way in composting and fermentation of kitchen and garden waste. What does Indaver do for its 700 customers? Among other things, it helps them close their energy and material cycles.

Frank Lambrechts has been running Indaver's Credit Management department for a year and a half. It's his job to ensure that the company's customers pay their invoices on time. Together with the CFO, he is responsible for all outstanding invoices managed in Onguard CreditManager. Lambrechts explains how the software has made it possible for the company to streamline the credit management process to such an extent that it can be handled by a single FTE.



RESULTS AND BENEFITS

- Actions that need to be taken can be seen at a glance
- CreditManager determines the agenda and ensures that the appropriate reminders are issued at the right time
- The software is intuitive and user friendly
- The system integrates well with other systems

"Without any training or instructions from colleagues, I got to grips with the system within a week."

Frank Lambrechts



FRANK LAMBRECHTS

- I have now been working with Onguard's CreditManager for a year and a half and our past-due figures are better than ever."
- "Being able to issue all reminders in one go saves a lot of time."
- "Even without any training, I quickly understood how to use CreditManager. The interface is very user friendly."
- "Thanks to CreditManager, we now have a proactive credit management process. We're always on top of the situation and take action before customers run into difficulties."

MASTERED IN NO TIME

Lambrechts has been Indaver's Credit Controller for just over a year and a half, but has 30 years experience in the profession. "Prior to joining Indaver, I spent decades at a multinational organisation. There we worked with a more general software solution, a system I was very attached to. At Indaver, I had to switch to CreditManager, and initially I was sceptical. I didn't see how Onguard's credit management software could be better than the system I had been working with for years." Nevertheless, Lambrechts applied himself to the task: "My scepticism didn't last long. Without any training or instructions from colleagues, I got to grips with the system within a week. That was because I was, and still am, the only person in the department. One of the key benefits of CreditManager is its user-friendly

interface. If you know something about credit and receivables management, you can figure out how to use it in no time."

SINGLE-HANDED OVERVIEW

Despite running the Credit Management department single-handedly, Lambrechts has a clear overview of the company's receivables. "Thirty years ago I had to update the files manually. Now I have a whole system working for me. These days so many processes are automated. I think if a process can be automated, it should be. Reminders are a good example. In the past, reminders had to be sent out one by one. Working out when to send them involved a lot of administrative work. With CreditManager, those days are gone. It's now possible to issue all reminders in one go. And if an error creeps in, you can change the reminder that contains the error yourself. The follow-up process is also well organised. A glance at the agenda tells me what actions I need to take to ensure that invoices are paid, and the order in which these actions need to be executed. It's so much more efficient than working with Excel spreadsheets!" The overview isn't the only thing that simplifies the process. It's also easy to check the communication with the customer. "All correspondence is logged in CreditManager, so I can immediately see what action has been taken and, above all, what has been agreed with the customer. So there's rarely a misunderstanding."

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BETTER PAST-DUE FIGURES THAN EVER BEFORE

Besides the efficiency gains in Finance, Lambrechts has also seen another benefit: “The percentage of invoices paid after the due date is significantly lower. At the moment this is the figure we use to measure our credit management performance. In the future we plan to measure our performance in terms of Days Sales Outstanding (DSO), which is a more accurate indicator of how long an invoice has been outstanding. Having said that, I’m very proud of the fact that, in working with CreditManager, we’ve been able to reduce our past-due percentage. Needless to say, this bodes well for the future.”

And, as far as Lambrechts is concerned, the future looks bright: “Our cooperation with Onguard runs very smoothly. We can always reach the Helpdesk and the staff are always ready to help. Short lines of communication mean that we can quickly identify the issue and solve the problem. This ensures that I am never held up and can always get on with my work.” Of course, there are other functionalities that Lambrechts would like to see included in the software. “Ideally, I’d like the reminders we send our customers to list the PO numbers. At the moment, this isn’t included as an option. However, I understand that it’s a specific requirement that has been identified by Onguard. It’s something we’re going to work on together.”



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Indaver is a European multinational with offices in nine countries: “At the moment we only use Onguard in the Netherlands, but we are also examining the possibilities in several other countries. If we decide to roll out the software internationally, I hope to contribute by sharing my knowledge and experience with my colleagues. I have since become an ambassador of the software and would like to help them understand the benefits.”

ABOUT ONGUARD

In the last 25 years, Onguard has evolved from being a specialist in credit management software to being a market leader in innovative solutions for order-to-cash. Our integrated platform ensures an optimal connection of all processes in the order-to-cash chain and allows sharing of critical data. Every day, users in more than 50 countries use the intelligent Onguard platform for successful management and tangible results in order-to-cash and credit management.

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