



“At Canon Business Center  
we’re surprised at what  
people and systems can  
achieve together”

Jasper Schot – Credit Management Consultant

Canon Business Center (CBC) Netherlands is the regional partner for total business optimisation. But what exactly do they do?

CBC’s mission is to optimally and efficiently connect business processes within organisations together. CBC Netherlands acts as a European Premium Partner for Canon and focuses on optimising business processes through the efficient structuring of information streams and document management. To emphasise its regional nature, CBC has seven central locations in the Netherlands: Utrecht, Arnhem Nijmegen, Eindhoven, Breda, Goes, Rotterdam and The Hague. CBC wants to ensure that organisations are ready for the digital future. Alongside the products and services that CBC has developed for this, all its departments must also be designed to meet its clients’ needs.

Jasper Schot has been a Credit Management Consultant within CBC Netherlands for over a year. The credit management team is part of the Customer Finance department. He started his interim assignment at a time when CBC was exploring how to implement a number of professionalisation measures in terms of credit management. The standard dunning process through the book-keeping package

was not producing the desired results, so a decision was made to carry out an investigation into implementing credit management software. Jasper Schot invited three credit management software suppliers to pitch their solutions. Following an internal evaluation, the decision was made to adopt CreditManager from Onguard.

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#### RESULTS AND BENEFITS

- Decline in the Days Sales Outstanding (DSO) by 400%
- Realisation of continuous cash flow (CEI > 90%)
- Reports are generated at the press of a button
- Smooth implementation



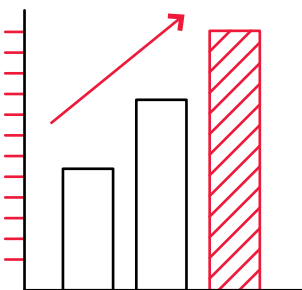
*“Complaint handling is flawless  
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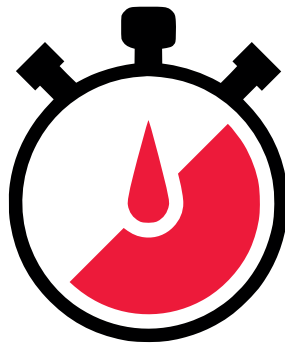
## FROM EXCEL TO CREDIT MANAGEMENT SOFTWARE

Jasper Schot joined the credit management department at CBC as an interim consultant in November 2017: “At the start of my assignment the regional offices’ records had just been merged. Chasing on the basis of Excel lists and scheduling is very time-consuming. In previous assignments I had been accustomed to working with credit management software so that the credit managers have their hands free to address major issues.” Based on this, Schot invited three software suppliers to show what they had to offer. “Onguard was one of the companies. I had worked with CreditManager from Onguard before and was very satisfied with it. They are the market leader, and there’s a reason for that. Even though Onguard is not the cheapest provider I know that they offer the quality that our clients also expect of CBC. CBC was going through a growth phase - we were acquiring more clients and therefore more turnover. A reliable software package was essential for us. That brought us to Onguard, and we started the implementation,” explains Schot.



### JASPER SCHOT

- “CreditManager ensures that no step in the dunning process is skipped”
- “Managing via Excel has been translated into actively managing through our activities dashboard”
- “Complaint handling is flawless thanks to CreditManager”
- “We have moved from manually recorded payment arrangements to an automated process. That means that we can identify a failure to abide by the arrangement earlier, and we can therefore respond more rapidly”



## TIME-SAVING

CBC Netherlands has now been using CreditManager from Onguard for over six months: “We are very satisfied with the software and the relationship with Onguard. In a six-month period the DSO has already fallen by 400%, for example. That is an enormous drop, and results in a steady cash flow for CBC. Naturally we’re very happy about that. We have also

been able to set up a standard dunning process with the software. By regulating dunning workflows, CreditManager is making a massive contribution to the professionalisation of our credit management. If an invoice remains unpaid, a first reminder is sent by e-mail. This is often followed by a telephone call, although this depends on the size of the amount outstanding. If the client does not respond to this, the software sends a demand, possibly then leading to a telephone call. If there is still no response, the software sends a notice of default, which is sent by both e-mail and post. Then there follows a final

attempt to contact the client by telephone and we inform the account manager that the client is being placed in the collection process. The account manager can then make another attempt through his sales contacts. In addition, complaint handling is also simple thanks to the CreditManager. Previously it was almost impossible to document complaints, but now it is clear at a glance why an invoice has not been paid and what the outcome was. Outstanding invoices, DSO and complaints are important aspects of the report that we can now generate at the press of a button and forward to the CFO. In short, acquiring CreditManager has given us a massive time-saving and an

## WHY ONGUARD?

“We managed to achieve a very rapid and successful implementation in close collaboration with the Onguard consultant,” says Schot. “Onguard did a good job for us. They have a particularly high level of in-house understanding of all IT-related systems, resulting in the smooth implementation.” CBC Netherlands also has a wish list. “We would find it very useful if we could easily select a different e-mail address for the client via CreditManager. Reminders to clients often need to be sent to a different e-mail address than the invoice. At the moment we still have to amend that by hand. Those are issues for the future. Right now, we are very satisfied with CreditManager - and Onguard, of course. We are pleasantly surprised by what the combination of people and system has already done for us so far.”