

HOW A FULLY OUTSOURCED APPROACH TO BUILDING DEBTOR MANAGEMENT FROM THE GROUND UP HAS ENABLED A START-UP TO BECOME A SUCCESSFUL MARKET PLAYER.

BACKGROUND

A start-up in the vehicle financing sector needed to set up a debtor's department from the ground up, as there were no existing systems or dedicated staff.

Nimble Business Support Services (BSS) was engaged to establish the debtor's function and deploy outsourced, white-labelled credit controllers who integrated into the client's environment under their brand.

This partnership continues today, evolving with the client's growth and providing ongoing support.

THE CHALLENGE

As a new business without established processes, the client urgently needed a debtor management system.

They required help to develop and implement effective processes, integration of these systems with their existing operations, and alignment of credit control resources to manage cash flow efficiently and support their business goals.

THE GOAL

The primary objective was to develop a comprehensive, outsourced debtor's team that would efficiently manage accounts, reduce defaults, and maximize cash flow, enabling the client to pursue their full business potential.

AT A GLANCE

Challenges

- No skilled debtor's department or systems for managing accounts
- Need for integration with existing business processes
- Client's rapid growth required scalable credit solutions

Benefits

- A fully functional outsourced (white-labelled) debtor's department
- 98% of debtors maintain their commitment to pay
- Reduction in first-time defaulters to below 2.5%
- Improved cash flow, lower credit scoring and increased sales
- Better decision-making and so - business growth



THE NIMBLE BUSINESS SUPPORT SERVICES SOLUTION

- **Efficient System Integration for Better Account Management:** Integration of all client contracts within Nimble's systems, enabling efficient and timely handling of accounts in default.
- **Optimized Staffing for Enhanced Business Performance:** BSS deployed and maintains a right-sized team of highly skilled credit controllers, aligned to the client's growing needs.
- **Comprehensive Risk Management for Business Protection:** Assist the client with identifying and managing risks associated with their customer base.
- **Enhanced Customer Relationship Support for Retention and Satisfaction:** Manage all customer queries quickly and accurately, that helps to maintain strong relationships and customer satisfaction.
- **Proactive Strategies and Insightful Reporting for Better Account Management:** Through ongoing monitoring of industry trends and customer behaviour, BSS continues to develop proactive strategies to effectively manage accounts and minimize defaults.

Detailed reports and actionable insights are provided to support informed and strategic decision-making.

- **Efficient Third-Party Coordination and Allocation for Enhanced Debtor Management:** BSS manages and allocates work that is sent to additional third-party service providers within our debtor's department, ensuring seamless integration and effective management of outsourced tasks.





BUSINESS IMPACT

With regards to our Key Performance Indicators (KPI's) our impact can be summarized as follows:

- **Debtor payment commitment of 98%:** We've successfully sustained the rate at which debtors keep their promises to pay at 98% ,exceeding industry norms for such a business.
- **First-time defaulters maintained to below 2.5%:** Over the years we have seen a steady decrease in first-time defaulters and have kept this at lower than 2.5% of any new deals.
- **Enhanced Cash Flow:** Successful development and implementation of strategies that continue to maximize our client's cash potential.
- **Sales Growth:** Effective debtor management has facilitated reduced credit scoring, driving upstream business sales performance.
- **Real-Time Oversight:** The way our team functions allow our client's Management Team to have real-time visibility and control over their debtor's department.



CONCLUSION

Nimble Business Support Services has successfully operated as the client's outsourced debtor's department since inception, expanding from a small team to a robust department with 13 credit controllers and a dedicated manager. Our strategic partnership continues to deliver efficiencies that enable growth, supporting the client's journey from a start-up to an established player in their sector.