

Case study

Managing the debt collection process

In a nutshell

For whom?

An international law firm operating in Poland

What did the Client want to achieve?

Optimizing the debt collection process

How?

Through the analysis and automation of the debt collection process

What has been achieved?

The debt collection process has been largely automated using a robot

“Due to the continuous development and increasing revenues, the automation of the debt collection process has become a challenge for the client.”

Who did we cooperate with?

The client is an international law firm that provides services in almost all areas of law. It has branches in dozens of countries around the world.

What challenge did the Client face?

For a large law firm, the challenge is to provide adequate back office processes. One of the main processes of this type is debt collection. Due to the continuous development and increasing revenues, the automation of the debt collection process has become a challenge for the client.

How did the process work?

1. Obtaining overdue payments data from the ERP system
2. Sending three e-mail reminders to the firm's client, each subsequent with a higher and higher degree of resoluteness
3. Phone contact with a given client
4. Referral to the formal path
5. Reporting particularly long overdue receivables
6. Ongoing verification whether the payment has not been made during the process and changing the status of receivables in the event of settlement of the debt by the customer

How did we solve the problem?

We recommended using RPA class solutions, i.e. Robotic Process Automation. RPA is a modern technology that changes the approach to repetitive business processes by providing repeatable, template-based processes to the machine.

How does the process look like now and what benefits have been achieved?

1. Automating the collection of data on overdue payments from the ERP and banking systems
2. Ongoing data verification several times a day, within the hours resulting from the Elixir sessions
3. Cyclical sending clients' payment status lists to account managers, with the enforcement of a decision on the possible initiation of the debt collection procedure
4. Sending e-mails to customers and archiving reactions or information about the lack of customer response
5. Notifying the employees of the Debt Collection Department about the effects of performing the procedures and indicating the receivables that should be subject to the telephone procedure carried out by the employees of the Debt Collection Department (potential for the introduction of telephone bots)
6. Verification whether the employees of the Debt Collection Department made an attempt to contact by phone
7. Preparation of preliminary versions of formal letters (for verification and approval by professional staff)
8. Reporting the current state of receivables to the Management Board, as well as sending reports on particularly long overdue receivables to the company's headquarters