



A leading B2B payments platform reaches 97% recovery rate by transforming their collections operations with receeve



Company Overview

Our customer empowers SMEs with seamless invoicing and financing solutions for a stronger financial future.

Their success lies in their commitment to agility and control in collections, paired with their strategic approach to debtor communication.



Collections Challenges

The core challenge: developing a collections approach that truly connects with their customers.

This required amplifying personalisation, improving agility and leveraging data-driven insights to boost customer engagement, all while driving greater debtor autonomy.

Pain Points

- Long implementation times
- Limited customisation capabilities
- Low agility in collections processes
- Lack of control over templates and strategies

Selection & Implementation



PRE-IMPLEMENTATION ISSUES

CORE ISSUES

- Lack of control over templates and strategies
- Limited agility in collections
- Dependency on external development for system customisation



REASONS FOR CHOOSING REECEVE

KEY DRIVERS

- The ability to integrate external DCAs to provide a more seamless collections process
- Minimised time investment in collections operations
- The ability to better connect with debtors via a landing page



COLLECTIONS SUCCESS

PERFORMANCE METRICS

- Increased speed and accuracy in collections strategies
- Achieving a **97% recovery rate**
- Reducing average days to pay to **8.5 days**



FURTHER BENEFITS

VALUE-ADDS

- Enhanced agility and control in collections operations
- Improved debtor satisfaction leading to positive reviews and customer retention