

CASE STUDY



ENHANCING ACCOUNTS RECEIVABLE EFFICIENCY FOR A PREMIER INVOICE FACTORING FIRM

A leading specialty finance company recognized the need to enhance their accounts receivable processes to stay competitive. Facing challenges in managing a large volume of transactions and striving for operational excellence in accuracy, efficiency, and client satisfaction, the company turned to a specialized outsourcing partner that would not only meet their immediate needs but also enable scalable growth. They chose AIS for its expertise in delivering comprehensive solutions tailored to complex, back-office demands.

THE APPROACH

AIS aimed to redefine the organization's strategy for managing accounts receivable and payable. The initiative started with refining credit rating processes, which are vital for determining client advance rates, and extended to optimizing purchasing schedules.

This crucial step involved streamlining the identification, assignment, and acquisition of client invoices, which is key for maintaining balanced account summaries that inform strategic financial decisions.

AIS assigned two Full-Time Equivalents (FTEs) to overhaul these processes—one focusing on Accounts Receivables and the other on Accounts Payables. In just one month, the AIS team effectively managed over 8,600 transactions, including nearly 8,000 invoice purchases. Their diligent efforts ensured accurate reconciliation between the organization's ledger and those of its clients, as well as the timely issuance of payment reminders to new customers.



THE OUTCOME

The collaboration led to significant operational enhancements within the organization. AIS's capability to efficiently manage tasks across multiple time zones and to quickly adapt to the organization's specific processes stood out. Their commitment to proactive communication kept the organization well-informed, minimizing the need for follow-up.

AIS demonstrated remarkable efficiency by reallocating workloads previously managed by four Account Executives to just two FTEs. This shift highlighted AIS's precision and effectiveness and freed up the company's resources to focus on strategic, revenue-generating activities. Creating detailed process documents and implementing improved workflow practices have positioned the organization for long-term success and scalability.

This partnership resulted in tangible organizational improvements, including more efficient progress reporting and on-time task completion. Importantly, the cost savings achieved through AIS's solutions have allowed the client to invest in new business development, strengthening its position in the competitive factoring industry.

The strategic partnership with AIS has effectively addressed the company's complex operational challenges, demonstrating the value of working with a back-office outsourcing provider. Through AIS's comprehensive approach and dedication to excellence, the organization has not only streamlined its operations but also laid a strong foundation for future growth.