

TDX success story

Late debt management strategic review

Client description

- Alliance and Leicester

Business needs

- Maximising returns from the debtor base

TDX solution

- Advisory Services engagement to conduct an end-to-end review of our client's debt management process, in order to identify immediate improvements and to develop a long-term strategic road-map

Commercial model

- Project fee

Length of contract

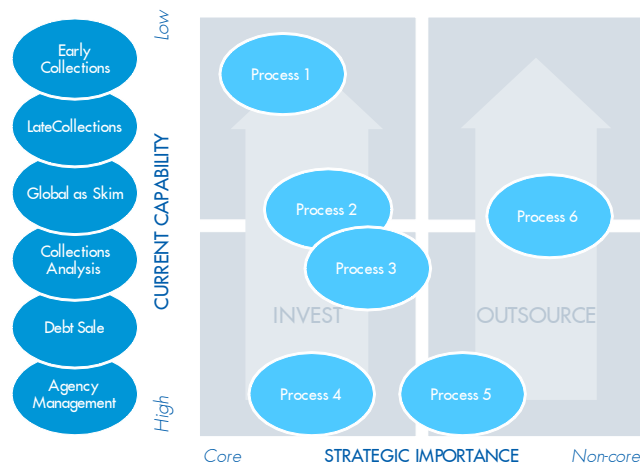
- Five week project

ADVISORY

Results

- The Advisory team identified a series of changes to Alliance and Leicester's collections and recoveries approach with a total projected benefit value of £3 million per annum
- A thorough analysis of existing practice and present/historic performance defined a series of high impact short-term tactical improvements as well as the development of a longer-term strategy
- Analysis of underperforming accounts identified clear trends in the relationship between front-end credit policy and subsequent performance in collection and recovery, enabling a fundamental shift in approach to deliver long-term benefits

Internal process analysis helped to define a new approach



“We engaged TDX Group with a view to them providing tangible benefits and a workable solution within the timeframe specified. Through the direct relationships they established with our teams and their deep industry expertise, the results were impressive and provided us with a sound platform for improving the effectiveness of our collections efforts.”

*Simon Baum,
Director of Credit and Risk, Alliance & Leicester*

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