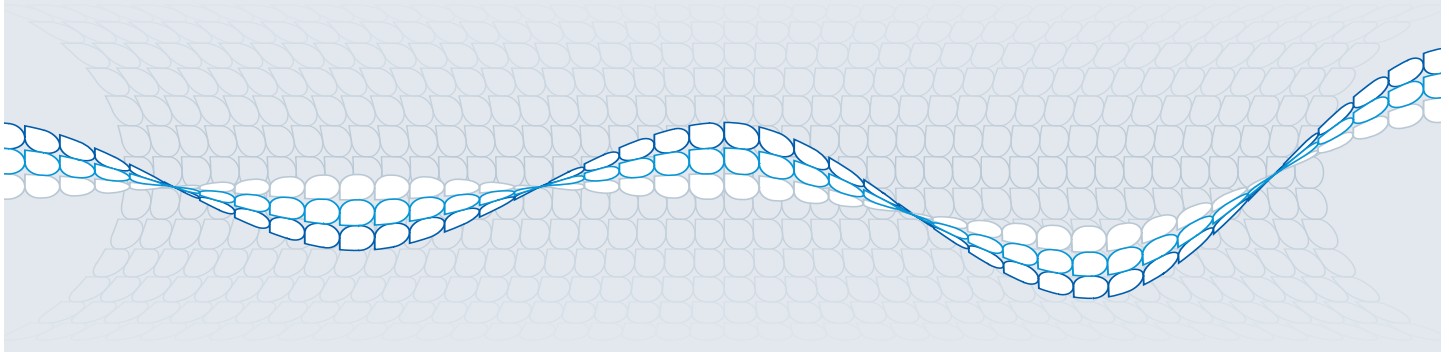


Strategic Review to identify the steps to meet challenging debt performance targets



Client

- Top five water company

Sector

- Water

Situation

- The client wanted to enhance their debt recovery capability to ensure they would continue to hit their challenging debt performance targets.

TDX solution

- A **Strategic Review** of the client's billing and collections strategy and operations.

Commercial Model

- A project fee

Length of contract

- Eight weeks

The project

The Advisory team undertook an end-to-end review of the client's billing and collections strategy and operations. The review included on-site data gathering and off-site data analysis.

By using the TDX Excellence Model – a proven, structured methodological framework – TDX was able to benchmark their debt recovery capabilities against peers and cross-industry best practice in order to identify gaps and areas of opportunity to make improvements.

Results

- The Advisory Team recommended tactical changes to the client's debt recovery capability which had the potential to deliver ~£2.5 million per annum in incremental collections.
- Strategic changes in analytical capability were identified with the potential to deliver 10-15% uplift in cash collections.
- The client has implemented a programme of work to deliver the opportunities to ensure they continue to hit their debt performance targets.

“We engaged TDX to undertake a review of our end-to-end billing and collections operation. We were really pleased with the output which included a series of practical recommendations for driving performance improvements and an associated plan to help realise these.”

Head of Billing and Collections

Contact our Advisory team today for full details: nick.georgiades@tdxgroup.com