

Bringing big business methodology to SMEs



Shaun Bist is a strong advocate for small-to-medium enterprises. His firm, Knight BPO, specialises in simplifying, streamlining and structuring accounts management systems using methodology typically seen in large enterprises. “Reports, information and processes are just as relevant for SMEs--they need to be on top of that, too,” says Shaun.

The debtor management challenge

Knight BPO manages the books and processes of a variety of organisations across a number of industries. Though diverse, a few of them share a common challenge: how to improve cash flow by reducing overdue debt. Shaun needed a solution to bump his SME clients to the top of the ‘to-be-paid’ list.

What Knight BPO looked for in its debtor management solution

Automation - Not many SMEs are well-resourced with staff to manage debtors, explains Shaun.

Visibility - When dealing with bigger businesses or even not-for-profits, clients’ invoices were sometimes overlooked, lost in the system, or simply ignored.

Systematic communication - In Shaun’s experience, an overdue invoice requires up to two reminders to get some sort of response.

Tracking and reporting - Knight BPO needed accurate tracking of debtors in order to report payment progress back to their clients.

Customisation - Knight BPO’s clients want to decide on escalating actions (like referral to a debt collection agency) on a case-by-case basis.

Scheduling of tasks - The Knight team needed clarity around debtor management tasks.

One client has slashed its overdue debts by as much as 75%

The results with ezyCollect

Consistent system-generated communications have been key to getting clients’ invoices paid and cash flow improving.

- ✔ Within three months, one Knight BPO client stopped using credit financing to cover cash flow shortfalls, paid back its financing loans plus interest, and became cash flow positive.
- ✔ Knight BPO saves an estimated 5 hours of debt management duties per week for each client using ezyCollect.
- ✔ Within three months, one client has slashed its overdue debts by as much as 75%, with only 10% of debts now overdue.
- ✔ Follow-up tasks like making phone calls are automatically allocated to Knight BPO staff--no more confusion about who’s doing what.
- ✔ The complete history of debtor management tasks per customer is logged in ezyCollect, so Knight can update its clients with accurate information.

Automation and systematic methodology has been key to cutting the long invoice-to-payment journey. And Knight BPO is not afraid to politely jostle its SME clients to the head of the creditor queue.