



CASE
STUDY

**Fortune 500 Company
Implements
Time-Saving Dunning
Letter Management
Solution**

CUSTOMER PROFILE

Founded in 1935, a Fortune 500 company with 18,500 employees worldwide, the company is a global provider of products, services and solutions to industrial and commercial users of electronic components and enterprise computing solutions, with 2015 sales of \$23.28 billion. The company is headquartered in Centennial, Colorado.

The company serves as a supply channel partner for over 100,000 original equipment manufacturers, contract manufacturers and commercial customers through a global network of more than 460 locations in 85 countries.

BUSINESS CHALLENGE

The payment terms are fixed for each customer by the business based on the business done them. In such a scenario, when a sales is done, the due date is ascertained on the basis of these terms set for the customer for every invoice.

The billing representative is responsible for sending out reminders to the customers for their overdue balances. This process is managed by the Collections department.

The business needed a facility for:

- The Collection department to have an overview of the complete details of the outstanding balances of each and every customer.
- Send out emails with the details of the overdue invoices, all through a single screen with minimum effort.
- Ability of the Collection department to choose the content of the dunning letter sent out based on the severity and the outstanding payment delinquency.
- Maintain a history of the letters which had been sent and the type of content which had been recorded.
- Enable the collection agent to choose the invoices for which the letter will be sent.
- The company does a lot of business in US and France. Hence letters to be sent in English/French based on whether the customer is based in US or France.



CASE STUDY

Fortune 500 Company Implements
Time-Saving Dunning Letter
Management Solution

SOLUTION

The solution designed and developed by NDS Global gave the Collection representative the complete freedom and flexibility in terms of ease of use:

- Single screen to view the complete set of open balances as per customer per invoice giving the collection agent complete details with simple clicks.
- Option to select multiple invoices to be sent by email, with the details of the Invoice number, Invoice Amount, Unpaid Amount, Invoice Date and due date.
- The flexibility to the user to select the template to be sent to the customer based on delinquency and the number of times reminders already sent.
- Email templates were made specific to the country region (US/ France) of the customer to ensure that the letters were in the local language.
- The option to the Collection Agent to store the dunning letters in pdf format so that the same can be resent to the customer's mailing address if needed.

BENEFITS

The benefit of developing the solution for collections made the job of tracking the collections easier for the Collection Department. They no longer had to follow a lengthy and time-consuming process to view the outstanding and send out dunning letters.

This made sure that processes were optimised and proper timelines followed to collect dues and past dues.

TECHNOLOGY



ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



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