



Credit Collections & Risk

The Customer Value Group (CVG) recently launched a collaborative software solution for customer service and credit collection teams.

ValueFlow aims to enable businesses to target the causes of customer non-payment created by disjointed internal practices, procedures and systems and to address payment and service issues in an holistic cross-functional way using a single collaborative platform.

CVG believes that failure to solve this problem results in Europe's 1,000 businesses losing €76 million in profits every day.

CVG managing director Dick Bielenberg said: "Traditionally customer service and credit collection teams have worked in silos not as a single stakeholder group, but now the board-level management can gain a completely joined-up view of all customer activities."

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