



CUSTOMER SUCCESS STORY

BEGA-US Illuminates Credit and Collections with Anytime Collect

BEGA-US can trace its roots back to Germany, however, it has become an all-American company. A manufacturer of public, residential and commercial lighting, a majority of BEGA-US products are designed and produced in their 120,000 square foot facility in Carpinteria, California. This means that their products qualify to carry a "Made in America" label. Having grown since their inception in the US to include 110 employees, their customer base and accounts receivable department has also grown. A majority of BEGA-US lighting products are sold to architectural companies to use in their projects, and with over 1,000 invoices a month, they needed a way to make the process easier.

Shedding Light on the Collections Process

Before using Anytime Collect, BEGA-US was literally in the dark ages going back and forth between their ERP system and their credit and collections module to keep track of customer communications. Often times, they were copying and pasting emails which was a time consuming manual process fraught with data entry errors. With Anytime Collect, BEGA-US is spending less time copying and pasting and more time making phone calls to customers and getting paid. The whole process has become much more hands-off for the company.

"I love the fact that when we send out an email our customers have a portal to their account where they can print their own invoices should they be missing one. We've discontinued sending out statements in our ERP system because pretty much our accounts are getting that through Anytime Collect just with their portal," said Credit Manager Michelle Wilson.

Wilson explains that BEGA-US has seen improvement in their collections process in the short time since they have implemented the software. BEGA-US has improved collection ratios about 5% - a major improvement resulting in significant increases in cash flow with additional improvements in accounts receivable turnover ratios which now hover around 10.20 (out of a possible 12.00 scale).

Credit Risk Enlightenment

BEGA-US sees tremendous value in the National Association of Credit Management's Trade Credit Report integration within Anytime Collect. Directly from the software, BEGA-US is able to pull reports on any potential or existing customer to assess their credit risk and make an informed decision on whether

BEGA

Company
BEGA-US

Website
www.bega-us.com

Industry
Manufacturing

Location
Carpinteria, CA

System Profile
S2k by Vormitag
Anytime Collect Standard Edition
2 Credit Users

Challenge
No data could be found in one place. BEGA-US was forced to spend time copying and pasting emails from their credit and collections software into their ERP system and check NACM credit reports outside of their system. This type of manual tasks made the collections process time consuming and difficult.

Solution
Anytime Collect was implemented and integrated their emails and NACM credit reports into one place, eliminating previous manual tasks.

Results
BEGA-US saw a 5 percent increase in their total monthly collections on outstanding invoices



they should extend credit or reduce the customer’s credit limits or credit terms. Although Wilson says that they have always used NACM reports as a way to assess customer risk, having the integration directly within the software has made the process that much easier.

“The integration works beautifully, so anytime we have an account that we’re questioning their risk, we can easily pull in a NACM report. Now we have a credit review process so that we can start to review some of our accounts on a regular basis based upon their risk class,” Wilson explained.

A Glowing Success

BEGA-US found the implementation process enjoyable and extremely smooth. Even during a few minor bumps in the road, the team at Anytime Collect was able to quickly respond back with a solution.

“I can’t say enough about Lauren [Software Support] and Grace [Business Process Analyst]. They know the product really well and if they get stuck on something they turn to the team of people there and figure it out. We have been absolutely blessed between those two,” Wilson said.