Xerox® Value+ Platform

Xerox provides industry leading software to drive Accounts Receivable and Customer Service Best Practice.

"Xerox uniquely bridges the requirements of best practice credit and collections processing with the objectives of customer relationship excellence to deliver multiple layers of value."

It should be simple – cash flow is all about getting paid and getting paid is all about sending out accurate, timely invoices.

But of course it isn't that simple. Companies often find that their Accounts Receivable (AR) management is paralysed by any combination of lack of information, generic software solutions, lack of customer segmentation, multi-system complexity, sub-optimal processes and separation from the customer service function.

Xerox® Value+ Benefits include:

Reduced AR generating additional cash-flow through best of breed collections workflow

Improved customer retention through speedy turnaround of queries and disputes; workflow to control and predict customer attrition

Lower process and interest costs through fewer discrepancies, less complexity and rework

With 30 years of experience in AR best practice, Xerox has created a sophisticated workflow-based solution with flexible configuration options and dynamic dashboard reporting.

This is the end of making do with "one size fits all" and the beginning of reaping the benefits of a truly fresh approach – a fit for purpose software platform which interfaces with existing ERP/Legacy systems, which enables AR to communicate with Customer Service, which can be deployed quickly and which delivers measurable results in fixed timeframes.

About Xerox® Value+

The Xerox® Value+ solution manages customer revenues worth €20bn. This is across multiple sectors in more than 100 locations in seven languages, in Europe, USA and Asia. Our clients include global multinationals in the utilities, logistics, manufacturing, technology, steel and telecoms sectors.

Value Generation

Typically, our programs will deliver large tangible improvements within a 3-6 month timeframe. Recent client engagements have delivered:

30%+ Reduction in AR and Interest Costs generating significant client cashflow improvements as well as a reduction in bad debt write-offs through enhanced credit risk management

25%+ Reduction in Operating Costs by consolidating/streamlining and automating complex manual processes and eradicating administrative errors

98%+ Customer Retention by offering a "one-front to the customer" approach to collections and customer service management by monitoring profitability and predicting customer churn

Quotes

"Xerox offered a hands-on approach, whilst guaranteeing the availability of the necessary full-time external resources, especially at the beginning of the change process." – Credit Director and Project Manager

"A number of things surprised and impressed us about the Xerox way of working. They had the courage to tell out management facts that they did not necessarily want to hear. They created KPIs that were simple, but important, and were easy-to-implement improvements over our traditional measurements. The implementation of the Value+ software has greatly supported best practice processes, contributing to the achievement of improved Working Capital." – Chief Financial Officer, Global Technology Company

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