



EXPERT INSIGHTS

Reports on Debt Management & Manufacturing Solutions



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Debt Management for Business: Increase Return on Bad Debt

Whether you are a service provider or a credit grantor, the extension of credit has become a critical driver of sales. Without it a potential customer will choose a competitor's product or service instead of yours. But what happens when accounts become delinquent? In sufficiently large organizations, a designated group or department takes on the responsibility for managing debt recoveries. Consisting of collection staff, managers and agency auditors, these groups perform a critical function as they attempt to cure uncollected balances. The challenge has been to build an approach to recovery that can adjust to unanticipated changes in volume without compromising net yield.

For credit card issuers in the early 1990s, this challenge became even more important as consumer credit card debt entered a phase of expansion that would see its numbers nearly triple before the end of the decade. However, what might have seemed like a dismal predicament ultimately gave rise to a process that met changing needs, decreased management workload and even improved net recoveries. The solution was to sell the remaining bad debt for cash.

While selling has become commonplace in credit cards, it is a relative newcomer for other industries. Implementing debt sales as a part of your recovery program has many

advantages, but management should endeavor to fully understand the sales process, know what elements can make a debt sale successful and understand where their economic indifference points are. The most convincing reasons to conduct a debt sale are:

- Net recoveries received immediately (No more waiting)
- Net yield improvement
- Reduced administrative oversight costs
- Ability to scale quickly
- Adaptive to early or late stage recovery
- Low cost of implementation
- Mitigated economic and procedural risk

To read the full report, go to www.expert-insights.com/oliphant.asp



Oliphant Financial is one of the first debt purchasing organizations in the US. Since 1992, Oliphant has engaged numerous service providers and credit grantors in the sale of their distressed receivables. For more information, contact: **Robert Morris, President**, at (941) 556-1440 • morrisra@oliphantfinancial.com or **Melody Cuff, Senior Vice President**, at (941) 556-1450 • cuffm@oliphantfinancial.com.

Combating the High Cost of Non-Compliance in Manufacturing

Of all the forces impacting manufacturing today, compliance is fundamentally reordering the landscapes of entire industries.

Risky Business - Manufacturers that do not conform to the standards being set by the regulatory bodies are increasingly placing their organizations, shareholders and themselves at risk. The cost of non-compliance in the manufacturing industry is staggering:

- The total regulatory burden on manufacturers is estimated at \$162 billion.
- U.S. manufacturers pay \$11,388 per employee in regulatory compliance costs¹.

Non-compliance can cost millions of dollars in lost market share and inventory write-downs for non-compliant products and present significant chal-

lenges in turning around a tarnished reputation. In addition, there is the broader and much more costly expense of re-architecting supply chains and products for compliance.

The Good News? - Companies that take on compliance efforts are finding that their newly implemented selling, manufacturing, and service processes provide a competitive advantage.

Fundamentally Redefining Business - Compliance initiatives that started out as a cost of doing business have resulted in revolutionizing all aspects of selling, manufacturing, and service strategies and have unexpectedly increased bottom-line profits.

Compliance cannot only redefine your business; compliance can be good business.

Steps to Combat the High Cost of Non-Compliance:

- Look at the intersection of business process management and the need for greater visibility into supply chains, manufacturing processes, and distribution channels.
- Establish an enterprise-wide quality and compliance-management strategy that synchronizes processes with supply chain, purchasing, sourcing, manufacturing, and fulfillment.
- Utilize technology that offers real- or near real-time process control and visibility into key performance indicators.
- Implement a single integrated solution. This cost-effectively reduces the risk of non-compliance.
- Audit business processes to meet compliance objectives.

To read the full report, go to www.expert-insights.com/cincom.asp



Cincom Manufacturing Business Solutions for complex manufacturers delivers lean solutions to drive operational excellence. By identifying and automating complex manufacturers' most critical business processes, Cincom enables them to streamline quote-to-order processes, integrate product and process development, and achieve comprehensive enterprise management and fact-based performance management. With over three decades of experience, Cincom has the best implementation success track record in the manufacturing software industry, delivering rapid and continuous return on investment. info@cincom.com • 1-800-2cincom



EXPERT INSIGHTS

Reports on Customer Communications & Employer Related Services



To read full reports and related information, go to the links listed below or visit www.expert-insights.com

Improving the Customer Experience with Personalized Communications

Successful organizations continually look for ways to reach the right prospects and boost response rates while strengthening customer relationships. As competitive pressures rise, improving the customer experience has become increasingly important to organizations worldwide.

Targeting prospects and servicing customers involves a variety of communications, including marketing materials, welcome kits, statements, and correspondence. Producing relevant, consistent and appealing communications results in a more satisfying customer experience and greater revenue opportunities.

Customer Communications Management (CCM) software enables the generation of highly

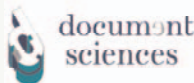
personalized and customized communications to improve the customer experience. Two of the most challenging forms of communications addressed by CCM software include marketing materials and statements.

Research shows that personalizing marketing materials can improve response rates by up to 500%. As marketing organizations leverage the Internet, they need software that seamlessly integrates with common authoring environments and tools from Microsoft® and Adobe® to produce graphically rich and customized communications in high-volume and on-demand, for delivery to customer-preferred channels such as web sites, e-mail, fax, mobile devices and traditional print.

In addition, electronic and paper-based statements are increasingly being viewed as strategic communications vehicles with a key role in shaping the customer experience. Organizations that invest in their statement capabilities can build stronger customer relationships by leveraging the creative design flexibility of popular desktop tools to create well designed, customized statements that combine promotional elements with transactional data. The results are often referred to as "TransPromotional" statements.

To date, organizations have had few options for personalizing customer communications, other than using a mix of complex proprietary tools, manual processes, and outside service providers. Today, CCM software provides a fast, flexible and easy-to-use solution for producing highly personalized communications that can rapidly improve the customer experience and provide a competitive advantage.

To read the full report, go to www.expert-insights.com/document.asp



Document Sciences is a market-leading provider of customer communications management solutions. Our award-winning xPression® software suite enables organizations to automate the creation and delivery of highly personalized communications -- from customized marketing materials, contracts and policies to high-volume relationship statements and correspondence, via print, email and the Web, in both real-time and batch. Over 500 organizations use Document Sciences' solutions to reduce development costs by up to 90%, improve time-to-revenue by as much as 75%, and enhance the customer experience with highly effective 1:1 communications. 760.602.1400 • www.docscience.com

Increase Profitability by Farming Out Your Administrative Responsibilities

For every individual a company employs, it generates a tremendous amount of paperwork, ranging from payroll and benefit records to performance evaluations and proof of regulatory compliance. An SBA study estimated that the average business owner spends between 7% and 25% of his or her time handling employee-related paperwork. When you add in the time spent on all the other HR tasks, this figure rises from 35% to 45%. Most business owners recognize just how valuable a commodity their time is and would rather devote their energy to core business operations. By outsourcing these areas to a Professional Employer Organization (PEO),

they can concentrate on making their businesses grow.

A PEO allows for a business owner to focus on growing his or her operation by concentrating on revenue-generating responsibilities rather than mandated non-productive tasks. It also enables the businesses staff to aid in expanding the organization by simply handing off internal employer/employee responsibilities to an outside party. The benefits of utilizing the services of a PEO are tremendous. They offer assistance and support in areas of Payroll Processing, Human Resources, Risk Management and Benefit Administration. The relief of administrative burdens and improved

employer/employee relationships results in an increase of production for the organization, therefore the business is able to improve and develop.

A PEO is also a solid option for a business owner to bring into play in order increase their bottom line. A Professional Employer Organization can offer a back office support system that will decrease overhead, by supplying a staff of experts in various business related areas for a reduced cost. Having a support staff of professionals, in an outsourcing environment, can cost far less than having to physically hire said personnel. Therefore, the business gets the advantage of working with a highly capable administrative team without having to actually increase their staff.

To read the full report, go to www.expert-insights.com/pspgroup.asp



The PSP Group (PSP) was founded in 1999. Since incorporation, PSP has dedicated itself to offering the most professional employer related services to its clients. Your one-stop-shop for all employer/employee related responsibilities and benefits. Our services include payroll processing, human resources, risk management, tax compliance, labor compliance, claim services, health and retirement benefits, and much more. The PSP Group is the only PEO that received back-to-back nominations from the American Business Awards for "Best Customer Service Organization." www.thepsigroup.com For more information contact Dominick Crea, Founder/President • dcrea@thepsigroup.com