

Debtor Notifications as a Lever to Reduce Accounts Receivable

Client Large national telecommunications operator

Period 2017-05 — 2019-05

CONTEXT

Growing receivables tied up working capital and reduced operational flexibility. Debtor information relied on manual reconciliation statements and email correspondence — slow, inconsistent, and expensive to run at the required coverage.

APPROACH

Framed receivables as a communication-and-behaviour problem rather than a purely financial-control one: a governed notification service with explicit debt-event triggers, standardized content rules, and traceability from each notification back to the underlying financial fact, integrated across the core billing and customer systems.

OUTCOME

Corporate accounts receivable reduced roughly threefold by replacing manual debtor reconciliation with a governed, multi-channel notification service.

- Accounts receivable reduced ~3x.
- Manual reconciliation and paper/email handling time materially reduced.
- Working capital released; lower operating cost to service debt.

KEY RESULT

Cut corporate accounts receivable ~3x by replacing manual debtor reconciliation with a governed, traceable, multi-channel notification service.