



**controlaccount**<sup>TM</sup>  
debt recovery | outsourcing | solutions



**Our services**



## Introduction

Controlaccount has been providing 'order to cash' credit management, debt recovery and outsourcing solutions to global brand names, SMEs and not-for-profit organisations for over forty-five years.

We help our clients identify, design and implement change to improve business process and agility with performance driven services and solutions that deliver real value-added benefits. We use our process and industry experience, technology, and innovation to increase efficiency, reduce overheads and capital investment. We are experts at improving cash flow and we aim to apply our expertise to help to free up your resources to focus on your core business.

Our services include UK based call centre support and omni-channel communication solutions, branded lettering, commercial debt recovery and credit control support, bespoke software builds and development (SaaS), and a range of back-office services to enable business growth.

To see a full list of our services, click [here](#).

## Controlaccount Core Values

We work collaboratively – as an extension of your own business, displaying the same commitment that you would expect from your own team. We treat your customers as our own. We don't believe in a one size fits all and use a toolbox of techniques to offer a bespoke solution to a business' needs.



### Putting customers first

We exist to serve our clients, and our success will be determined by how we meet their needs and perform for them



### Integrity

We do what we say we will do. Our people demonstrate a personal commitment to think and act responsibly towards clients, colleagues and the overall objectives of the company



### Teamwork

A dedicated team is a good team. We believe that thinking, planning, decision making and action taking are better when done co-operatively and we value the contribution of each person to the team's success



### Transparency

An open and accessible culture, constantly reviewing the ways in which we work in order to make sure we put the principles of transparency into practice



### Success

The belief that success in all aspects of the business enables us to deliver on all of our other values



### Compliance

Quality and regulatory compliance is fundamental to everything we do. Our ISO processes are the backbone of our business





## Industries we serve

With 45 years' experience and over 800 clients, we have experience of the challenges faced by most industries and can offer valuable insights into best practice and processes.

However, one size does not fit all, and your company will likely need a unique approach. From debt recovery, credit control and collections to business support services for back office, front office or IT, we will put your business at the heart of ours. For more information on how we may be able to help you, please [contact us](#) today.



Commercial - Manufacturing, Technology  
and Media

[> read more](#)



Transport and Logistics

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Education

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Healthcare

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Veterinary and Animal Healthcare

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Insolvency Practitioners

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## Our Solutions, Services and Software

A range of services to help you meet your business goals.

We offer over 50 services to help businesses prosper. We deliver service and software solutions to support business growth, reduce overheads, improve cashflow, increase productivity and transform your business.



### Debt Recovery

40 years of commercial and consumer recovery work



### Receivables Management

Customer facing, efficient cash-flow management



### Customer Care

Improve call centre experience and efficiency



### Business Support Services

Back office admin and activities supporting your core business



### IT and Application Services

Services to support digital transformation and automation



### Software Solutions

Support company growth with innovative customer experiences





## Debt Recovery

Controlaccount has been successfully collecting commercial and consumer debt on behalf of leading brand names, SMEs, public and not-for-profit organisations for forty-five years. We have excellent client retention rates across all sectors.

Our debt collection methods are ethical, effective and transparent, with a focus on improving business cash flow, whilst preserving your customer relationships and reputation. Our services can be delivered on a no collect, no fee arrangement and working within applicable statutes and regulations including the [Late Payment Commercial Debt Act 1998](#).

### Features & Benefits of debt recovery service:

- Focus on pre-legal debt recovery
- Recovery of domestic, international, commercial and consumer debt
- Ethical and efficient, we are founding members of the [Credit Services Association](#)
- Service provided on a no collect, no fee basis

- No account setup charges or contractual tie in
- Up to the minute, interactive online access with our 'ClientWeb' portal
- SMS, lettering and email recovery
- Dedicated account manager
- Trace and address validation
- High success rates
- Second placement, absconded and written off debt
- Solutions for low balance debt recovery
- Legal recovery options, if required
- CAI accredited collectors
- Early dispute resolution
- Telephone call recording

For more information on how we may be able to help you, please [contact us](#) today.



















## Customer Care

Customer facing, professional customer handling abilities are essential components of good brand management processes to help companies deliver results. Successful UK and global organisations have selected specialist providers for customer care as a cost-effective option that still promotes customer satisfaction and retention.

Controlaccount works with global brands and SMEs to improve call centre experience, increase agent efficiency and increase customer satisfaction by selecting the right channel of communication for any inbound or outbound customer care requirements. From supporting sales and advertising campaigns, query management, account management, routine credit control calls to bespoke customer service communications; we can provide solutions to fit to your customer care needs.

Our omni-channel operations in our UK centres can operate 24 hours a day, 7 days a week, 365 days a year, helping you to bridge time zones, streamline your processes and enhance customer satisfaction.

### Our services:

-  Branded Customer Care Services
-  Inbound Call Management (B2B and B2C)
-  Outbound Call Management (B2B and B2C)
-  Omni-Channel Customer Care Solutions
-  Email Support
-  Live Chat Support
-  Social Media Channel Management
-  Customer Acquisition and Retention Programs
-  Call Overflow Support
-  Ad-hoc Call Campaigns
-  Business Reception
-  Out of Hours Support

For more information on how we may be able to help you, please [contact us](#) today.










## Receivables Management

Customer facing, efficient cash-flow management with a well-designed approach to process and compliance are key to business financial wellbeing. Our comprehensive range of configurable services supporting your accounts receivables ledger are designed to streamline business process through automation and ensure reliable, trustworthy service.

Well designed, technology-driven workflows maintain focused sales ledger management, enhance collections and provide active dispute resolution to improve customer engagement. We aim to accelerate revenue cycles with reduced aged debt, improved DSO, a reduction in administration cost and analytics to support decision making and maintain accurate forecasts.

### Our services:

-  Credit Control/Collections Services
-  Credit Decision Information/Insight
-  Credit On-stop Processes
-  Trace and Account Surveillance
-  Order Processing
-  Invoice Production and Dispatch
-  Invoice Scanning and Indexing
-  E-invoicing
-  Refunds, Credits and Claims
-  Cash Batching, Allocation & Application
-  Sales/Accounts Receivable Ledger Clean Up Routines
-  Insolvency Practitioner Support Services

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## Business Support Services

Unproductive processes can significantly impact business success. Large volumes of data connected with transaction processing requires consistent and effective back-office solutions, whilst other support functions such as marketing may require additional resource, experience or insight.

Controlaccount is a leading provider of outsourced administrative business support services, with more than 800 customers who depend on our range of solutions to reduce administrative workloads, strengthen financial flexibility, complement customer experience and enhance quality. We aim to reduce inefficient administrative processes, reduce the impact of fixed or rising overheads by presenting alternative working practices or performance enhancing technologies (PETs).

Controlaccount's industry specific expertise helps us to tailor back office processes that match your business needs with improved outcomes at a reduced cost, adopting processes and digital automation that delivers on accuracy, quality and security.

### Our services:

-  Data Entry and Data Processing Services
-  Business Support Toolkit
-  Marketing
-  Insightful Data Analytics
-  Payroll Management and Reporting
-  Electronic Document Management
-  Data Cleansing and Validation
-  Data Enrichment
-  Managed Post and Digital Mailroom Solutions

For more information on how we may be able to help you, please [contact us](#) today.







## IT & Application Services

Accelerating advances in information technology and changes in business environments can make maximising opportunities to transform your business a challenge. The process of developing or upgrading software from concept to finished product can be problematic: from consuming available resource, project complexities and skill shortage which can often lead to delays and escalating costs. As a result a great idea may not meet its full potential.

Controlaccount provides lean, scalable, and cost-effective IT services from design, build and maintenance to enable organisations to achieve their business technology goals – whether managing or enhancing existing systems to developing new system.

Controlaccount's background and experience in developing services and multiple applications in different industry sectors give us a unique understanding of business process that supports the development process and delivers accurate results quickly.

### Our services:

-  Software Application Development and Testing
-  Mobile Application Development
-  Web Application Development
-  Data Services - Conversion, Storage and Analysis
-  Data Integration and Exchange Programmes
-  Domain Registration and Website Hosting

For more information on how we may be able to help you, please [contact us](#) today.





## Our Software Solutions (Saas)

Controlaccount has worked across a range of industries and services and developed software solutions to solve real business needs.

Controlaccount offers a range of software solutions to our clients on a system-as-a-service (SaaS) via the cloud/web. Our solutions are available over the web and where needed, configurable to your business.

In addition to bespoke projects, we have developed a range of in-house software solutions across our services to support our omni-channel communications, automations and performance enhancing services. We can offer clients real-time access to our activities in solutions such as ClientWeb for our debt recovery services.

### Our services:

-  Credit Control and Debt Recovery Platforms
-  Business Support Toolkit
-  HARP and Time Attendance Software
-  Asset Management Software
-  Software Solution Development

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## The Team

### Graham Ball - Chairman

Graham has worked in the financial sector for over 50 years. He started Controlaccount in 1980 from the back of a recruitment agency in Holborn. His ethos was – and still is – the provision of an ethical and effective debt recovery solution. In 2008, Graham sold a majority share of the company to his fellow directors and he continues as a committed and partially executive Chairman of the Board.

### David Harvey - Managing Director

David has worked in the credit management industry for 45 years, delivering financial solutions to blue chip businesses. He joined the company in 2008 and is instrumental for establishing Controlaccount as a market leader in debt recovery provision.

### Richard Jefferies FCICM - Group Operations Director

Richard is MCICM recognised with the Chartered Institute of Credit Management and has worked within the credit management industry for over 25 years. As well as working with key clients, Richard is also responsible for the strategic direction of the business and securing key partnerships and acquisitions.

### Ian Mitchell - Business Services Director

Specialising in software, Ian has designed and implemented debt recovery solutions throughout his 30 year career in IT. In 2009, he joined Controlaccount to oversee technical operations. Ian's expertise in systems and operations has been at the forefront of our development in client communication. In addition to this, Ian controls our quality accreditations which encompass ISO 27001 and ISO 9001.

### Jemma Crouch - Sales & Marketing Director

With 30 years of experience working in marketing and sales roles spanning a broad range of sectors, Jemma leads Controlaccount's new business growth, promoting our debt recovery, outsourced solutions and software services to blue chip companies and SMEs.

### Carla Knights - Operations Director

Carla has worked within the credit management industry for over 15 years and joined Controlaccount in 2012, having previously worked within a Birmingham accountancy firm. She is responsible for the day-to-day operations, collaborating with over 800 + clients. Carla is also responsible for ensuring compliance and ethical practices are at the heart of what we do.



“ Whilst rates were not the driving factor in awarding Controlaccount the tender contract, competitive rates will always be appealing to an NHS Trust. Controlaccount has consistently achieved successful results for us, acting efficiently and professionally on our behalf. With more automated processes, we have also seen a reduction in internal administration. ”

**MG - Senior Accounts Receivable Manager**

“ We have found Controlaccount to be dependable, reliable, trustworthy and highly professional. They have always delivered what we have required, and they work in the best interest of us as a client and treat our customers fairly. We would highly recommend. ”

**Head of Financial Services - leading London university**

“ Controlaccount is an agency that secures real results with professionalism and compliance at all times. They are mindful of the personal issues that our customers may be facing and take these matters into consideration on a case by case merit. I have managed all commercial debt recovery for our establishment for over 21 years and find it easy to communicate with the team at Controlaccount. They are always willing to assist in advising on how to deal with case specific issues. ”

**Credit Control - a leading UK University**

“ We approached Controlaccount when we were struggling to recover unpaid invoices in Southern Ireland and the UK. The matter was resolved quickly with little administration needed from us, saving our business further wasted time and energy. I was keen to protect the reputation of our business, and Controlaccount handled the accounts professionally and amicably, putting in place a payment plan which met with our need for resolution as well as making this manageable for our customer. We will not hesitate to use their services should we find ourselves in a similar situation. ”

**Managing Director - UK Manufacturing Firm**



**Controlaccount**  
t. 01527 386 610  
e. [sales@controlaccount.com](mailto:sales@controlaccount.com)  
[www.controlaccount.com](http://www.controlaccount.com)