

Strategic Planning and Market Intelligence



One of the world's three largest payment processing companies was evaluating a move into the accounts receivable management industry, focusing primarily on first-party, early out collection services.

The company envisioned building a business that was global in scope, building joint ventures with companies based in the Philippines, Canada, and the United States, and leveraging these partners' understanding of the local labor markets. The company planned to focus its activities on the development and utilization of analytical models that would forecast expected recoveries at the customer level, with an eye towards placing receivables at the most appropriate site based upon expected recoveries and costs.

Kaulkin Ginsberg was engaged to conduct an industry analysis of the early-out financial services collection market to aid this client in its expansion efforts. As part of this engagement, we reviewed a business plan associated with the company's planned activities in this market, provided an analysis of companies currently competing in this space, measured the market's overall size and growth potential, forecasted challenges likely to be associated with competing this market, identified regulatory and operational trends impacting these growth plans, and suggested performance ratios to monitor the program's ongoing performance.