creditsafe

Company Profile

Company	Computers Unlimited
Name	Stephen King
Position	Group Credit Manager
Services Used	Reports, Risk Tracker, 3D, Blended Reports, Free Training
Interested in	International 3D, Marketing solutions, Bespoke reporting
Customer Since	Jan 2013
Website	www.unlimited.com

CU
COMPUTERS
UNLIMITED

"**We** can attribute our low bad debt ratio over the last year as a direct result of using Creditsafe. **Improved accessibility** has increased our usage rise by **30%**"

WHAT WE EXPECTED FROM CREDITSAFE

When Europe's number one distributor for everything Apple, the Digital Home and Creative Professionals decided to make the switch to Creditsafe in Jan 2013, there were a number of clear objectives in mind that needed to be met.

» Utilise an effective ledger management tool
» Top quality data endorsed by credit insurers
» European Monitoring
» Improve usability / Accessibility to other departments
» Effective training & customer service
» Cut Costs

THIS IS HOW CREDITSAFE HELPED:

Computers Unlimited were looking for a cost effective solution that offered great data coupled with a genuine ease of use. "The user friendliness is a definite plus...my CEO, FD and members of my team who were previously unexposed to reports, were suddenly using the site..."

They also utilised Creditsafe's free webinar training services for any areas they were unsure about, "We found the webinars really useful...there's nothing worse than buying a product and not using it to its fullest potential."

They were very keen to explore the Creditsafe Risk Tracker facility and free group structure info, particularly with our European coverage, with view to reducing the exposure to their French business.

"Our previous supplier kind of monitored the UK business, but anything outside of the UK they seemed to struggle to be able to do. Creditsafe Risk Tracker really works for us..... (Group structure) is so much easier to use, and it's no extra cost! This data influences credit decisions"

 As one of Creditsafe's pioneering users of 3D Ledger, Computers Unlimited were intent on maintaining the Creditsafe theme of 'user friendliness'. Furthermore they plan on 3D Ledger becoming the sole risk analysis tool for collections.

"The functionality and usability is great, and I can see my team using the Creditsafe product rather than using our in-house facility...we have been able to focus our attention on the riskier parts of our ledger as they are clearly highlighted from the dashboard. The UK team always know where their priorities in collection activity lie because of the 3D ledger dashboard."

"We're now getting so much information, I can really isolate where all the risks are and that's where we need to focus some extra attention... it's also so easy to un-match and manually match."

AND FINALLY... WHAT ADVICE WOULD YOU GIVE:

"Everything Creditsafe introduce, I think 'I wish I thought of that!'...Give it a try... it's completely free to trial... it's a big decision moving from one status agency to another, but they won't be disappointed"

Stephen King, Computers Unlimited, 2014