OnGuard

Jack Morton,

WEC

'OnGuard gives us grip
and flexibility'

WEC Group is one of the largest engineering and fabrication companies in the UK. For over 30 years the group has been providing fabrication, laser cutting, precision machining, waterjet cutting and CCTV mounting solutions. Employing over 400 staff and comprising of 12 companies operating in many different industries including Aerospace & Defence, Oil & Gas, Nuclear, Mining, and Automotive to name but a few, WEC Group are well placed to meet any subcontract engineering and metalworking requirements.

Results & benefits
- DSO reduced by 25 days
- Ease of sending correspondence to customers
- Ease of profiling customers into a collection routine
- Benefits of advanced reporting

Jack Morton Credit Manager WEC
- 'The flexibility within OnGuard makes it easy to implement changes.'
- 'The overall benefit is a reduction of our DSO by 25 days within one year.'
- 'OnGuard is geared for automation but it does give you grip and flexibility.'
- 'OnGuard makes it easier for our credit controllers to build up a relationship with our customers and project a professional image at all times.'

Structure

Jack Morton: 'WEC has about 8000 customers in its books, a variety of 5 different trading companies and 10 divisions within companies, making the credit management quite a challenge. When I started here there were no systems in place for effective credit management. If was very difficult, we had to run two speadsheets every day for 5 or 6 companies and try to pull information out of it. So the majority of the day was spent trying to gather information rather than do what we have to do: collecting money. With the introduction of OnGuard, everything has changed totally.'

Daily overview

OnGuard enabled WEC to put all of their companies and divisions into one system. And bring all the information from each companies into OnGuard daily. Jack Morton: 'As the credit manager, I want to see of all of the debt in one place. The controllers, on the other hand, need to be able to split the separate companies, which can easily be done in OnGuard. If I want one particular controller to deal with just one company I can just map that controller to that company. This is also beneficial to the relationship as it creates interaction and builds up trust between the credit controller and the customer. This is absolutely important in credit management in my opinion. OnGuard makes it easier for our credit controllers to build up a relationship with our customers, be courteous and project a professional image at all times.'

Results

Jack Morton continues: 'Within one year we have noticed several key benefits, we have reduced our DSO by 25 days. OnGuard is very user friendly; the controller finds all his actions on one screen when he comes in every morning.

Everything is in one place and the ease of sending correspondence to customers and profiling customers into a collection routine is helping us a lot. The OnGuard batch printing functionality generates all our dunning letters and statements automatically. 99% of the letters go by email and the remaining few are printed and sent in the post. This is a huge saving in postage costs for us.'

Reporting

'The advanced reporting functionality in OnGuard is another major benefit. One of our large customers requires a daily report of not only the balance but aging of their account and queries. This report is scheduled to be sent to them automatically at a set time every day. Other reports go to the divisions each week, some daily. Stock lists, query lists; a variety of reports that are now available and previously were not available to us, that's a major benefit to WEC. We have a structured credit control department now. It is exciting times for WEC in our collection process and we are looking to work with OnGuard for years to come. Any credit manager out there, looking for a dedicated credit management system: I don't think they need to look any further than OnGuard', Jack Morton concludes.

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