

# Exceeding the Target — Every Month Since Launch

## Rail Industry Case Study

### + The Client

A leading transportation company providing rail service to multiple industries.

Bi-weekly 1:1 calls with client's management and internal staff improved communication and united the team.

## The Situation

The client was seeking to complement their internal team with a partner who could perform first party accounts receivable management and other account servicing on existing receivables, which were more than \$2 million in daily receivables.

## Windham's Approach

The client needed a hands-on, results-driven partner with knowledge and experience in the rail industry who could hit the ground running—with minimum ramp-up time.

- ✓ Reduce the client's DSO on accounts assigned to Windham for handling
- ✓ Improve the customer service experience with the client's customers

## Windham's Business Solutions

- + Recruited dedicated staff with expertise in the rail industry
- + Provided on-site staff training with the client to ensure the staff understood the client's systems and processes
- + Developed in house training program along with the client to ensure success
- + Established a clear and consistent communication plan, which included weekly calls with the client
- + Created protocols for team members to communicate directly with the client to resolve disputes and answer questions

### + Exceeded Goals—Month After Month

Windham exceeded the client's success guidelines, exceeding goal in the first month and each month thereafter.

### + Faster Payments

Dramatically quicker responses and payments to the client, from customer service protocols established by Windham—with assigned accounts and devoted the time and attention to establish relationships with each customer.

### + Prompt Resolutions

Quick resolutions in disputes of rates and other matters after Windham team established relationships with client's internal staff.

### + Better Customer Experience

Improved customer experience through a dedicated staff with knowledge and expertise in the industry. With a staff familiar with the culture and internal processes of the client, they were able to independently research and answer questions, and quickly provide the customer with copies of lost invoices—significantly reducing the DSO.

## Windham's Results

- ✔ Year-to-date average of **82.43%** exceeding the 80% target each month since project launch.
- ✔ Windham invested in industry experts with prior knowledge of the accounts, which allowed them to hit the ground running.

Let's chat.

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