



Tony McCormick, ALcontrol 'OnGuard manages our system completely'

ALcontrol Laboratories' aim is to provide the very best Environmental and Food testing so that customers have the confidence to act on their results. ALcontrol applies a simple approach to testing: they use their expertise and experience to rapidly deliver reliable results so their customers waste little time waiting and interpreting their findings - just acting on them. ALcontrol takes pride in providing excellent customer service, and states: 'If we fail - we try harder'. With over 2,000 trained staff ALcontrol operates in 11 European countries and are expanding to take their services into new markets.

Results & benefits

- Re-distributing the workload saved 1 credit controller
- DSO decreased from 72 to 59 days in one sector of our business
- Assign individual controllers to key areas of business
- Manipulate customer data
- Create multiple contacts
- Automated dunning email processes

Tony McCormick, Credit Manager ALcontrol

- 'OnGuard fits well because we are able to manipulate the data that we have.'
- 'Using the data from OnGuard enabled us to take control of disputed debt levels.'
- 'The one thing that I was disappointed with is that I did not have OnGuard in my previous role.'
- 'Wherever I am, in the office or out and about, I can pull data from OnGuard at any time.'
- 'I would not hesitate recommending OnGuard to any other company.'



ALcontrol Laboratories

Tony McCormick:
'OnGuard has done
a superb job for me'



Structure

Tony McCormick, Credit Manager at ALcontrol: 'Our work can be involved around the multiples, the food manufacturers, councils, but also the farmer that wants his milk tested to make sure that it's germ free. OnGuard manages our credit management system completely. OnGuard fits well because we are able to manipulate the data that we have. One of our business activities alone has decreased its DSO from 72 to 59 days. We were able to look at how many invoices we have in query and how many queries we have and measure those against outstanding debts. This helped us to identify that we had a problem. Using the data that we pulled from OnGuard enabled us to solve the problem.'

Efficient distribution of the workload

McCormick: 'One of our team members was leaving, and we were looking to recruit a replacement. While we were in the process we identified the fact that we had become a lot more efficient and instead of recruiting we re-distributed the workload and saved the cost for 1 FTE.'

Flexibility

McCormick values the flexibility offered by OnGuard to set the parameters in the software exactly as you need it: 'Credit controllers can be assigned to a specific area of your business, you can put multiple contacts on there, manipulate customer data and run a complete automatic dunning process. So there is no envelop licking or time consuming tasks, overall it's very cost effective.'

Support

'Wherever I am, in the office or out of the office, I can pull data from OnGuard at any time. The real time information gives me confidence that even though I'm away from the office everything can still run smoothly because I can measure my team. And they are happy because everybody is working in the same way, they are all looking after one another and they feel they have got the right system to support their work. It does give you absolute visibility.'

Summary

'When I joined ALcontrol and got to know OnGuard, the only thing I was disappointed about is that I did not have it at my previous role. It has been a pleasure to join ALcontrol, a company that recognises the value of OnGuard. Four years down the line I can say that it has done a superb job for me. I would not hesitate recommending OnGuard to any other company.'