



Successful together

'With head and heart' – this is the principle that EOS experts follow, working in partnership with companies of all sizes in all industries to ensure their survival – and not just in economically difficult times.

Anyone coming out of the lift on the twelfth floor of EOS headquarters will catch their breath at the fabulous view of Hamburg – the port city and Germany's gateway to the world. And anyone wanting to acquire customers, conclude a contract with partners they haven't worked with before, market products securely over the Internet or deal with defaulting payers will have come to the right address. 4000 EOS employees help companies throughout the world to set up profitable, long-term business relationships by providing professional receivables management, turning revenue into payments. They also offer risk information and marketing information as well as electronic payment system solutions.

The roots of this international group – that consists today of more than 40 companies in over 20 countries – go back to Deutscher Inkasso-Dienst (DID) founded in 1974 by OTTO, the German multi-channel retailer. Nowadays, these specialist companies operate together under the umbrella of the EOS brand, a wholly owned subsidiary of the Otto Group. They combine regional expertise with international know-how, providing a broad range of products from a single point of contact. While EOS provides risk and marketing information and payment system solutions mainly in Germany and western Europe, clients throughout the world can benefit from the largest business unit – professional receivables management.

Preventing money shortages

Hans-Werner Scherer, Chairman of the Board of Directors at EOS, knows why targeted receivables management is such a decisive factor. "Many companies worry about alienating their customers or they lack internal capacities, which is why they do not follow up outstanding payments consistently enough, or send any reminders." Yet every overdue payment costs money. The Austrian association for the protection of creditors is currently expecting international insolvency figures to increase further. According to the German Federal Statistical Office at the beginning of 2010, in Germany eleven per cent more companies filed for insolvency between January and October 2009 than in the same period in the previous year.

With EOS, companies can make advance provisions. "We train our employees professionally and psychologically so that they can deal with defaulting payers," Mr Scherer points out. They regularly check the deadlines, draft individual reminders and talk to people over the phone and in person. "We are satisfied once we've found a solution that is just as accommodating for our clients as for their customers," says Mr Scherer.

Think global, act local.

On the “think global, act local” principle, our local partners ensure that the solutions match the demands of each locality. “We are just as familiar with the local laws as we are with the requirements of the different sectors – and we speak our clients’ languages,” Mr Scherer explains. The company’s memberships in international associations are testament to the reputation and quality of its services.

Nowadays, over 20,000 clients are taking advantage of the EOS Group’s tailor-made financial solutions. Amongst them are major corporations, medium-sized and small companies from the banking and insurance sectors, manufacturing industries, mail-order companies, energy providers, telecommunication companies and the IT industry.

“Our passion for innovation distinguishes us just as much as our parent company,” is how Mr Scherer describes the secret of EOS’s success. The group recently began offering the option of pre-financing commodities through Finetrading as a flexible means of securing the cash flows of medium-sized companies. EOS plans to push ahead with this growth this year – with prospects as broad as the panoramic view from the twelfth floor of the company’s Hamburg headquarters.

More information is just a click away at:

Payment practices: www.eos-solutions.com/surveys

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