

# 2009 Top Accounts Receivable Outsourcing Vendors, Black Book Survey 2009 Results

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## Abstracts

In 2009, the Black Book FAO Industry user survey investigated over 260 contracts held by 1,100+ of the top businesses, organizations and conglomerate corporations globally.

18 Key Performance Indicators (KPIs) or criteria are employed, scored on each respective vendor by client type and ranked on a 0-10 scale per KPI.

### Key findings

**Key finding:** Most Important Customer Satisfaction KPIs

Client relationship and cultural fit and trust are the most important attributes influencing FAO – Accounts Receivable client satisfaction with their 2009 outsourcing providers.

**Key finding:** Vendor Dissatisfaction is uncommon in the Financial and Accounting Outsourcing Industry among Top Ranked ARO Suppliers

Strong dissatisfaction is uncommon in the AR FAO sector, occurring in less than 6.7% of US client types, 7.4% of UK firms, 9.0% of EMEA customers and 16.2% of international corporations report a dissatisfaction rate above the midpoint.

**Key finding:** Comprehensive Services Vendor Arrangements from a Comprehensive/End-To-End FAO AR Vendor produces the Highest Satisfaction Rates (capable of all four major AR service lines)

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