

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)

Contents

INTRODUCTION

SUMMARY

METHODOLOGY

PREDICTED HIGH GROWTH ARO VERTICALS

TOP 20 ARO SUPPORT VENDORS

STOP LIGHT SCORING KEY

OVERVIEW OF KPI LEADERS

INDIVIDUAL KEY PERFORMANCE INDICATOR DETAIL

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