

Breakthrough Results in Deduction Recovery A Case Study

Our Client

- Consumer Products Company with \$9 Billion in annual sales
- Broad-based Manufacturer of Health Care Products
- Customer Base - Mass merchandisers, Drug and Grocery Retailers

Our Challenge

- Customer deductions increasing beyond acceptable levels.
- Increased stockholder pressure to improve profitability.
- Existing procedures focused on reducing balances & clearing deductions quickly, no effort on deduction recovery
- Lack of adequate data to identify problem areas
- Limited resources, unable to address the challenge internally

IAB Solution

- Developed process to gather data points for thorough analysis & efficient review of all deductions
- Identified deduction categories in specific areas (i.e. Logistics) where our client's profitability was compromised
- Assigned and managed our own analysts maximizing human capital and technology, seamlessly communicating issues to customers achieving optimum results for our client

Measures of Success

In just 18 months, IAB significantly impacted the client's bottom line by recovering customer deductions in excess of \$8 million that had been charged off as uncollectible. IAB provided actionable reporting that identified specific quick fixes to prevent certain types of deductions.