

Going Global with Credit Operations at CommScope

Learn how this global network infrastructure leader streamlined their global credit operations with D&B ERAM.

At CommScope, where “now meets next,” they’re pushing the boundaries of technology. CommScope designs, builds, and manages wired and wireless networks around the world. As a global provider of infrastructure solutions for communication and entertainment networks, its products and services enable service providers - including cable, telephone and digital broadcast satellite operators and media programmers - to deliver media, voice, IP data services, and Wi-Fi to their subscribers.



TIME SAVINGS
FOR CREDIT
REVIEWS



HOLISTIC
PORTFOLIO
MANAGEMENT



GLOBAL
OPERATIONAL
EFFICIENCIES

PRODUCT USED:

D&B eRAM

CHALLENGE

CommScope needed a holistic way to digitize and automate credit reviews of its combined portfolio of global customers while managing credit risk.

SOLUTION

CommScope used D&B ERAM to decrease the amount of time required for account reviews and manage credit risk across the globe.

CommScope has experienced significant growth over the years through both technological innovation and strategic acquisitions. With customers in over 150 countries, its credit and collections team manages more than 4,000 accounts worldwide. This has led to some complexities concerning its credit management process. For example, shared customers across multiple ERPs and business units.

D&B ERAM solution aligns closely with CommScope’s core values of innovation, agility & integrity. The customizable software platform is ideal for solutioning these complexities. It integrates with any ERP or CRM and delivers a centralized view of customer data, automates credit decisioning to speed up internal processes, and streamlines workflows for a more consistent and collaborative experience.

“We’ve had great support from, and collaboration with, the Dun & Bradstreet implementation team, which allowed us to hit the ground running. It’s allowed for advancements toward digitized information, as well as a holistic view of exposure across all ERP platforms.

The ERAM platform has delivered global operational efficiencies and supports consistency of credit decisions in managing credit exposure.”

— Angela McDonald, Manager, Credit and Collections, North America

As a public company, CommScope must also comply with the new accounting standard using the current expected credit loss (CECL) methodology. D&B ERAM has helped them enhance the process for determining their Allowance for Doubtful Accounts (ADA), and overall, the team is thrilled with their new efficiencies.

“With the adoption of CECL as a new accounting standard, ERAM allows us to predict the current expected credit losses in methodical and timely manner. This helps to determine any significant changes in credit risk and provides auditable data for audit consideration,” said Brandon Sprinkle, Analyst, Financial Reporting, Global.

“It’s a one stop-shop where we can find not only our accounts receivable data but scoring for the customer. **It’s made our credit managers’ day to day job easier since they can easily find data for the same account across multiple CommScope businesses.** That holistic view of our customer base is a huge benefit...”

...The ability to have scorecards takes our decision-making to another level. In addition, our team has a common platform for consistency in the structure and interpretation of credit reports. The speed of decisioning is now faster with the information readily available in ERAM, thus supporting the agility core value. From a productivity stance, we no longer manually retrieve different outputs for analysis. The credit decision making is now based on one output, thus improving response time, eliminating complexities and manual inputs,” said Stefan Van Beneden, Senior Director, Credit and Collections, Global.

ABOUT DUN & BRADSTREET

Dun & Bradstreet, a leading global provider of B2B data, insights and AI-driven platforms, helps organizations around the world grow and thrive. Dun & Bradstreet's Data Cloud fuels solutions and delivers insights that empower customers to grow revenue, increase margins, manage risk, and help stay compliant – even in changing times. Since 1841, companies of every size have relied on Dun & Bradstreet. Dun & Bradstreet is publicly traded on the New York Stock Exchange (NYSE: DNB). Twitter: [@DunBradstreet](https://twitter.com/DunBradstreet)