FUSION
AI-FIRST CX

Sustaining Enterprise B2B Receivables Performance via Secure, Volume-Aligned Offshore Model



Partnership Overview

Engagement Start:
April 2023

Partnership Renewed:
2026

Line of Business:
B2B First-Party Collections

Delivery Location:
Jamaica

Team Size:
Volume-aligned capacity model (6–9 FTE equivalent)

The Challenge

A leading North American transportation and logistics enterprise partnered with Fusion CX to manage its first-party B2B collections operations. The engagement required disciplined receivables management within a secure virtual environment, with strict adherence to enterprise governance standards and financial documentation protocols.

The client had four key operational requirements:

1. **Maintain consistent follow-up discipline.** Ensure strict compliance with a seven-day follow-up cadence across commercial accounts.
2. **Reduce internal operational dependency.** Minimize reliance on internal stakeholders for daily accounts receivable (AR) execution.
3. **Maintain documentation accuracy.** Ensure precise ARMS documentation while adhering to secure virtual machine (VM) protocols.
4. **Meet enterprise governance standards.** Maintain audit-ready accuracy and uphold established financial integrity and governance requirements.

The Solution

Fusion CX established a dedicated Jamaica-based B2B collections team operating within the client's secure virtual machine environment. The engagement transitioned into a self-sustaining, volume-aligned delivery model, with team capacity scaled between 6–9 FTE equivalent based on receivables workload.

The team managed end-to-end first-party receivables activities, including commercial account follow-ups, dispute handling, and billing clarification, while maintaining the required seven-day follow-up cadence.

To ensure operational consistency and governance alignment, Fusion CX implemented embedded QA scorecards and structured escalation workflows. These measures supported accurate ARMS documentation, disciplined collections execution, and adherence to the client's enterprise standards.



Results

Fusion CX established an operationally autonomous B2B collections model that strengthened receivables management while reducing the client's dependency on internal resources.

Key outcomes included:

~80%

internal stakeholder capacity released through greater operational autonomy.

Strengthened

delinquency management discipline and consistent seven-day follow-up across commercial accounts.

Improved

ARMS documentation integrity, supporting financial audit readiness.

Flexible

delivery capacity maintained between 6–9 FTE equivalent, aligned with receivables workload.

Beginning in **April 2023**, the partnership has continued to deliver sustained operational support, culminating in a **renewal in 2026.** This reflects the client's continued confidence in Fusion CX's delivery model, governance discipline, and collections capabilities.