

# Outsourcing: MOVING FAS

**Intrum Justitia has been handling transport company MLT's collection process for the past four years. "For us, it is both cheaper and more efficient to let a professional handle these bits," says Sara Andrén, accounting manager at MLT.**

WORDS SARA GUSTAVSSON / PHOTO ALEX&MARTIN

**MLT AB is a customer** of Intrum Justitia's partner IBS, the transport company's business system supplier, and this is how MLT was introduced to Intrum Justitia. "Intrum has been handling our interest invoices, reminders and collection cases for four years now. We used to have someone on staff to do it all manually. The difference is huge. Not only do things get done faster, it is also cheaper than using internal resources. Plus, it's more secure and reliable since we don't have to rely on internal resources in the event of illness, vacation and other situations," explains Sara Andrén, accounting manager at MLT.

Mellansvenska Logistiktransporter AB, or MLT, is the result of a merger between two trucking centres, founded at the turn of 2001/2002.

"We provide transport and equipment services for two business areas, namely Construction & Industry and Courier & Distribution. Our ambition is to offer our customers effective transportation solutions that have the lowest possible impact on the environment while providing a safe and reliable form of transportation," says Sara Andrén.

MLT has about 40 employees today and works with about 450 people. "We cover a radius of 150 km around Uppsala, Sweden, which is home to our head office." As accounting manager, Sara is also in charge of employee issues, customer service, finance and economy and collection. "I can use Intrum's website to communicate and track the entire process. From that perspective, the difference between doing things in-house isn't that big. I can connect any time

I want and run a check on a specific case by using my username and password. How much progress has been made in a certain collection case? What's the estimated interest? Has any case been put on hold? Have reminder's fees been added? The system is extremely convenient; I just send an online message and if there's anything I want to discuss, I call our account manager at Intrum. The system allows multiple users so both our CFO and I can access and receive the same information. This saves a lot of time and makes communication easy."

**Intrum Justitia's** partnership with IBS goes back several years. Adam Lewenhaupt, head of business area Transport at IBS explains:

"Instead of each company setting up functions in different systems, we created a network of partners. This gives customers a better selection of services and ultimately, a better product."

IBS is a world-leading supplier of business systems and supply chain management solutions. IBS Transport offers a complete solution for the transportation sector. The solution is module-based and focuses on logistics and distribution to give transportation firms full control over each vehicle's position, freight earnings and contribution margins. "Thanks to the partnership solution, our customers have easy access to Intrum's services to which they can quickly connect via their IBS system. From our perspective, the opportunity to offer our customers a tested and integrated service that makes their daily activities easier is an added value," says Adam Lewenhaupt. ▶



"I can both communicate and track the entire collection process online," says Sara Andrén, accounting manager at transportation company, MLT.

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Now we have a quicker, safer and cheaper collection process.”

Sara Andrén, accounting manager for transportation company, MLT.



#### ABOUT MLT

The Swedish transportation company Mellansvenska Logistiktransporter AB (MLT) was formed eight years ago as the result of a merger between two truck centres. MLT provides transportation and equipment services in two business areas, Construction & Industry and Courier & Distribution. The company, which has about 40 employees and works with about 450 people, has its head office in Uppsala, Sweden.