



Facility solutions

Customer case : XLG

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Over the course of 35 years, XLG has brought together more than 30 service activities for companies and individuals. XLG has companies divided into four main areas : INDUSTRY, FACILITY, BUILDING & HOME. They have more than 9,000 employees and develop their activities in Belgium, France and the Grand Duchy of Luxembourg.

The service sector is a low-margin business in which companies must constantly look for administrative optimisation. To limit the financial impact for end customers, XLG decided to reorganize and optimize its own payment administration.

Thanks to Twikey, XLG was able to reduce its payment administration to an absolute minimum by collecting and processing payments more efficiently.

Twikey enables direct debit mandates and contracts to be signed online in an intelligent and user-friendly way. Subsequently, recurring payments are cleverly collected. This saves us a lot of money, resources and time which we can now reinvest to create added value for our customers and employees..

Cedric Laloux,
Financial and Administrative Manager, Domestic Services - XLG

Solutions

Twickey was able to digitise and automate XLG's payment flow thanks to the integration with their accounting software and Twickey's intelligent way of processing and executing payments.

- Tailor-made conversion campaign.
- High conversion rate to recurring payment methods (direct debit).
- Automation of the internal direct debit process.
- Failure management for failed transactions.
- Online contract signing.

Results

XLG was soon able to enjoy the advantages of the cooperation with Twickey.

- 99.85% of all direct debit invoices are automatically collected
- Reduction of payment administration costs
- Clear payment overview
- Invoices paid faster

Twickey enables partners, clients and consumers to manage their payments. By maximizing conversion to recurring payments, automation of the internal direct debit process and an automated follow-up process of failed transactions, Twickey makes payments simple. Would you like to follow XLG's example and opt for smart recurrent payments? Please contact us.



■ Contact



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