

## Customer Value Management



Established in 2006, Customer Value Management is a single purpose entity fully compliant with the requirements of Law 3758/2009. An ISO 9001:2008, PCI DSS and ISO/IEC 27001 certified company, CVM is located in Kallithea-Athens in state of the art facilities and employs experienced Account Receivables Management personnel.

CVM strives to achieve quantitative and qualitative targets and assigns to each client account a dedicated team of agents in order to provide a tailored solution to their needs.

CVM aims:

- To reduce the “ageing” of debts to our clients
- To ensure early detection of potential high risk customers
- To minimize customer dissatisfaction arising from Account Receivables Management activities
- To prevent new customers from acquiring bad payment habits.
- To maintain a high level of customer service.
- To reduce legal procedures and costs.

CVM focuses on detailed organizational planning and on management and monitoring of all service factors related to each program, taking advantage of its experienced personnel and its superior recruitment, evaluation and training processes.

For more information regarding to CVM please contact:

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