

coeo company profile

Digital first and customer focused

Founded in 2010, the coeo Group is now one of Europe's most successful debt collection service providers. The company has branches in Dormagen, Krefeld, Vienna and Rotterdam, currently processes 185 million euros' worth of claims each year in four countries and has over 420 employees. The majority of coeo's customers are large companies operating in the retail and e-commerce, finance and insurance, energy supply and mobility as well as telecommunications sectors.

As such, coeo does not view itself as a mere debt collection service provider, but also as an analyst and consultant, and a digital player with a high level of expertise in "buy now, pay later" business models. Tailor-made, data and technology-driven and customer-focused debt collection solutions, which also aim to prevent strain on the customer relationship, are developed for each individual client. coeo achieves this through the optimal coupling of automated processes with an individual, personal approach.

Even where large volumes are concerned, this method allows for the implementation of successful receivables management whilst ensuring that the debtor continues to be treated in a respectful manner. Another key factor during this process is strict adherence to the standards of the specific country in question as well as European data protection provisions.

"The debt collection industry is currently undergoing an exciting transformation. There are modern approaches such as machine learning, artificial intelligence, data analytics and behavioural sciences, each with their own advantages, which we use to the benefit of our clients," states Sebastian Ludwig, CEO of the DACH region (Germany, Austria and Switzerland) and member of the management team. "We here at coeo are continuing on this path by setting further standards within the industry in 2021 with agile processes, a high degree of empathy and fully revamped service and client portals."

In 2020 coeo processed approximately 1.8 million debt collection cases with 1.2 million outbound calls. Its annual turnover amounted to more than 131 million euros. The cornerstones of the services provided range from preventive receivables management to commercial dunning proceedings, out-of-court and judicial dunning proceedings to enforcement and long-term monitoring. The corporate group operates under the name KNP Financial Services in Austria and as Centraal Invorderings Bureau in the Netherlands and Belgium. Its clients include well-known companies in the telecommunications, mail-order, finance, insurance, energy supply and e-commerce sectors.

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