



**“Move to improve”**

**Equipment and automotive finance**

**Back office process and system  
outsourcing**



**RICHMOND GROUP**



## The “Move to improve” offers

Richmond Group will manage all or part of your lessor back office processes from our nearshore European location using Richmond-trained, English-speaking staff

Providing substantial cost savings compared to using inhouse resources

**Offer 1** - Using your systems **OR:**

**Offer 2** - Using our preferred software partners’ systems for additional cost savings

## The benefits

Substantial savings in staff costs as well as the administrative, infrastructure & overhead costs needed to support them. Leading to increased bottom line profit

Allows re-deployment of current staff to higher value-add tasks

Allows you to focus on origination and cultivating customer relationships whilst Richmond Group focuses on delivering excellent service for the back office and finance

A flexible, compelling pricing model for certainty of back office costs

Scale up without the need to address staff or office space needs

## Additional benefits by using our preferred software systems

Fully-managed cloud-based system

Subscription-based pricing for greater cost certainty

A practical solution for portfolios of any size. For established or start up companies

Very competitive price

## Move to Improve

### How to transition your back office to Richmond Group

- Richmond Group investigate your costs and processes
- We report on where and how efficiencies can be made, whether by automation or by deploying our outsourcing services
- Fixed term service contracts are agreed with our UK-company, regulated under English law
- Transition period is initiated
- Back office is live using your systems or ours

## Support coverage

### Back office management for lessors

- Booking/activation to CMS
- Contract maintenance (for changes, subject access requests etc)
- Managing e-docs & e-signature processes
- Post booking events:
  - Terminations (voluntary/hostile/other)
  - Lump sum payments / partial settlements
  - Re-financing/re-scheduling
  - Extensions
  - Novation
  - Managing add-on service requests
- End of contract
- Registering/de-registering asset liens
- Asset recoveries
- Asset re-marketing

### Supporting collections

- Dunning letters
- Managing follow up letters
- Invoicing and cash application
- Processing ATPs (Arrangement to Pay)
- Processing payment holidays

### Finance and lease accounting support

- GL reconciliation
- Maintaining GL controls over the CMS
- Monthly management accounts
- Help with filings e.g. preparing VAT reports
- Providing reports and analyses

## About us

- Employing only equipment and automotive finance professionals, Richmond Group has over 20 years' experience helping companies in the UK, Europe, North America and Asia to:
  - Select, specify, design and implement leasing and finance systems as well as convert portfolios for the leasing industry
  - Set-up captive leasing companies and their back offices
  - Manage back office process insourcing, outsourcing and centralisation initiatives
  - Manage complex lessor back office operations

We are a specialist outsourcing company focussing exclusively on the leasing industry, its needs, complexities and opportunities.

## Some of our clients





**Richmond Group is a leading business transformation practice dedicated exclusively to the equipment finance and leasing industry since 2000**

**Equipment finance and leasing expertise**  
*Deep understanding of equipment finance*

**International**  
*Delivering projects in Europe, the Americas and Asia*

**Practical and pragmatic**  
*Experienced, knowledgeable, safe*



**Business transformation**



**Systems implementation**



**Data quality and reporting**



**Back office & system outsourcing**

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