creditrisk monitor®

CUSTOMER SUCCESS STORY

How MPW Industrial Services Identified Credit Risk in Troubled Industries

Client Profile

A Leading Industrial Cleaning Provider

MPW Industrial Services is a privately held company providing industrial cleaning, facilities management and industrial water purification services to thousands of customers throughout North America. The nationwide company has more than 3,000 employees across 70 locations.

Credit & Collections Manager Lee Tompkins manages approximately 500 customer accounts, including many companies operating in financially challenged industries. With decades of credit experience, he takes an approach that combines accurate, timely financial data with strong relationships across finance, sales and customer organizations.

Challenges

Managing Portfolio Risk. Streamlining Credit Reports.

MPW's customer portfolio includes public companies in industries such as paper, steel and energy, where financial conditions can change quickly and assessing creditworthiness is nuanced.

Tompkins needed a way to continuously monitor customer financial health, identify meaningful changes in risk and provide the CFO and sales organization with timely, actionable information. He also needed a solution that would help MPW grow its business while reducing costly risk exposure.

> *"Using CreditRiskMonitor is like getting out in the field and wearing a helmet. It's required to do this job effectively."*
>
> *— Lee Tompkins, Credit & Collections Manager, MPW Industrial Services*

Solution

Nuanced Credit Risk Analysis With Actionable Insights

MPW relies on CreditRiskMonitor® as an essential part of its credit information toolbox, using the platform to monitor changes in risk, solvency and liquidity across its customer portfolio. Rather than relying on a single score or cutoff, the credit team evaluates multiple indicators—including days past due, payment information and the FRISK® Score—to develop a more complete picture of customer financial health.

Key Benefits:

FRISK® Score: Predicts public company bankruptcies with 96% accuracy in a 12-month period.

Real-Time News Alerts: Provides ongoing visibility into customer financial risk to support more informed credit decisions.

Customized Reports: Reports can be tailored to provide detailed insights into key metrics such as hidden slow payers and receivables at risk. Receivables Snapshot reports provide a clear view of portfolio risk that can be shared directly with the corporate CFO.

Trade Contributor Program: Sharing trade data provides access to a broader network of trade payment behavior to help identify risk.

Key Takeaway

With timely credit intelligence and clearer view of financial risk, MPW can avoid costly financial risk and drive business growth. The CreditRiskMonitor® platform provides the predictive risk analytics needed to help MPQ identify emerging threats, safely extend credit lines and make more informed credit decisions.

> *"When I think of the money spent on CreditRiskMonitor as compared to what we could've been hit with, the savings are huge."*
>
> *— Lee Tompkins, Credit & Collections Manager, MPW Industrial Services*

Results

Reduced Risk Exposure. Improved Credit Decisions.

With CreditRiskMonitor®, MPW can identify changes in customer financial health earlier, communicate those changes to finance and sales, and tailor credit terms to the risk of individual accounts.

Lower Risk Exposure: Real-time alerts flag major events, so credit teams can act quickly to reduce risk exposure and adjust payment terms.

Informed Credit Decisions: With customized financial reports, credit teams can make more informed decisions when extending credit to counterparties or managing collections.

Clear Reporting: Portfolio dashboards and easy-to-read reports present key credit data in an easily legible format for CFOs and senior management.

Broader Data Coverage: Sharing trade data provides visibility beyond general market risk, helping credit teams identify high-risk accounts in A/R portfolios.