

# Credit Team Awards 2022

A SPECIAL 2-PAGE REPORT

## Awards recognise excellence in credit teams

The Credit Team Awards take the opportunity to celebrate the people whose work in credit often goes unrecognised, but who are essential to the smooth and profitable running of their companies, writes **Arlene Harris**

The past few years have been challenging for businesses across every sector, with many seeking financial advice and support to help them weather the various economic storms.

The impact of Covid-19, the fuel crisis and subsequent cost of living issues meant many businesses have been relying on trade credit to keep them afloat, while export credit continues to enable international trade – and on a consumer

level, access to credit has allowed individuals to continue to navigate their daily lives.

So it is fair to say that credit makes the financial world go around, but it is the often unseen people behind this financial support who ensure that everything runs smoothly for the countless companies and individuals who rely on credit.

To highlight the stellar work that they do, each year, the Credit Team Awards honour those who work in the industry and give them

the credit (pun intended) they so rightly deserve.

Established in 2017, the annual award ceremony is the number one event for credit professionals in Ireland and Declan Flood, founder of Irish Credit Management Training (ICMT) says each of the 19 categories awarded are of equal importance – and this made the task of choosing winners very difficult for the judges.

“The standard was very high this year and is getting higher every year,” he said. “We had a record number of applications and each year the numbers are growing as industry recognises the importance of the credit function, the credit team and the Credit Team Awards.

“The judges look for a credit team that is integrated in the business, always looking for commercial advantage and is committed to getting it right first time – every time. With proper credit assess-

ment criteria, clear credit lines and credit terms along with the skill to deliver every step of the journey

sector, some will go that extra mile and this is what gets them noticed.

“A standout team is one that understands the business, knows the customers, delivers excellence in all business processes, embraces change, manages growth and looks to automate all the repetitive functions and focus on delivering excellence to the customers, while getting paid in full and on time,” he said.

“They also facilitate growth in the business by helping identify customers who will contribute most to the bottom line. A standout team is a group of people with different skillsets who work together as a unit for the benefit of the business.

“Also, they know the importance of cashflow and are excellent communicators who find a solution to every problem that occurs.”

Recognising the work these credit teams do is ‘vitally important’, according to Flood, as their expertise will continue to play a

crucial role in the months ahead.

“As interest rates rise, inflation bites and the supply of money reduces, focusing on cashflow will be the difference between a business surviving or failing,” he said. “Money does not come into a business by accident. Everything has to be correct from start to finish and only the hard work by a dedicated credit team will make this happen.

“We are heading into difficult times and now more than ever it is vital to have a dynamic credit team at the heart of the business – looking to maximise profitability and managing risk in an intelligent way. The old-fashioned way of looking at credit management as simply a debt collection function must change as credit is a profit-focused function which is all about excellence.

“This includes excellence in policies, procedures, application and execution, in communications, in problem solving and in problem elimination. Education and train-

ing are the keys, having well-informed and motivated people who know what they are doing makes the whole process easier – but it is never easy.

“So the Credit Team Awards is aimed at recognising the work being done by the team – as too often this work goes unnoticed and unrecognised. It is the one day in the year that we celebrate excellence in Credit.”

The Credit Team Awards were presented at the World Credit Congress in the Aviva Stadium, Dublin on Tuesday October 11, 2022 – and there were 19 categories.

Next year’s Credit Team Awards will take place at a Gala Luncheon in the Royal Marine Hotel in Dún Laoghaire at 12 noon on November 10, 2023,” Declan Flood said.

“Application forms for this are already available – so, intending teams can see what is involved in the process. There is no charge to enter, just for those attending the lunch, which will be a huge celebration next year.”



from Lead to Cash, efficiently and effectively.”

Flood says while there are many exceptional people working in the



Capita receiving the Consumer Credit Team of the Year from Dara Kiernan of KPI Consulting  
Pictures: ??????????



Chadwicks Group receiving the Trade Credit Team of the Year Award from Brian Morgan of BlackLine



Capita receiving the runner up Award for the Overall Credit Team of the Year from Noel Killeen of the Business Post



IMRO receiving the Specialist Collections Team of the Year Award from Jason Harte of Mason Hayes & Curran



Payt receiving the Credit Management Software Team of the Year Award from Paul Whittaker from CIMC



Face Credit Consultancy receiving the Credit Service Team of the Year Award from Neré Jansen Van Vuuren from C&R Software



IMRO receiving the Domestic Collections Team of the Year Award from Peter McSherry of Rentokil



Ivanti receiving the EMEA Credit Team of the Year Award from Greg Coulter of Cashbook



Chadwicks Group receiving the Construction Credit Team of the Year from Andrea Varga of Aryza



Primeline Group receiving the Domestic Credit Team of the Year Award from James Riordan of Credit Risk Brokers



West Pharma receiving the Multinational Collections Team of the Year from Sarah Ing of Baker Ing



Wood Communications receiving the Financial Services Team of the Year Award from Sean MacMahon of CMI



Waterwipes receiving the Overall Credit Team of the Year for 2022 from Noel Killeen of the Business Post



Tayto receiving the FMCG Credit Team of the Year Award from Neil Cooke from Experian



Northstone Construction receiving the Northern Ireland Credit Team of the Year from Cormac O'Neill from Webio



OSM Partners receiving the Legal Credit Team of the Year Award from Alistair Wallace from Payt



Waterwipes receiving the International Credit Team of the Year Award from Laurie Beagle of Forums International



Sidetrade receiving the Shared Service Credit Team of the Year Award from Evelyn Legaux from Finance OTC