



2025 Kuhlekt White Paper on:

Sustaining and Scaling Accounts Receivable Performance

How high-volume hire businesses can regain control of cash flow and disputes

White Paper

Sustaining and Scaling Accounts Receivable Performance.

Executive Summary

High-volume hire businesses face a unique challenge: frequent hires, de-hires, and site-based equipment movements generate high invoice volumes and continuous credit requests. Without visibility, structure, and accountability, this complexity can erode cash flow, inflate Days Sales Outstanding (DSO), and create operational inefficiency.

Through a partnership with Kuhlekt, one client transformed collections and dispute management from fragmented, manual processes into a structured, transparent, and data-driven operation, achieving measurable improvements in DSO, cash flow, and dispute resolution.

Strengthening Accounts Receivable Governance

Strong AR governance is critical for predictable, sustainable performance. By embedding discipline across the AR lifecycle, businesses gain the control needed to manage cash flow, scale efficiently, and reduce operational risk.

Key initiatives:

- Clear ownership and accountability for all credit and collections activities
- Defined escalation paths for ageing balances and unresolved disputes
- Consistent performance metrics aligned to DSO and cash quality
- Executive-level visibility into risks and exceptions

Impact: Sustained DSO control, predictable cash flow, and empowered AR teams able to focus on value-added activities.

Leveraging Technology for Efficiency

Technology enables AR teams to scale, improve productivity, and reduce errors. Automation and intelligent workflows ensure operational efficiency while freeing teams to focus on higher-value tasks.

Key initiatives:

- Automating manual processes and eliminating duplicated work
- Intelligent prioritisation of disputes and collections activity
- Real-time, actionable insights for operational and executive decisions
- Scalable processes that absorb business growth without increasing headcount

Impact: Faster dispute resolution, improved productivity, and more strategic focus on cash flow optimisation.

Refining the Dispute and Credit Lifecycle

With transparent data and structured workflows, it has been proven that businesses can move from reactive dispute resolution to proactive prevention.

Continuous improvement in dispute management reduces risk, shortens resolution cycles, and prevents recurring issues.

Key initiatives:

- Reducing dispute resolution timelines
- Identifying and addressing repeat dispute drivers
- Improving collaboration between operational teams and finance
- Using data insights to prevent disputes before they occur

Impact: Lower dispute volumes, faster resolution, and improved customer satisfaction.

Forward-Looking Outlook

By combining governance, technology, and continuous process refinement, high-volume hire businesses can maintain transformative AR from a reactive function into a proactive strategic advantage.

Expected outcomes:

- Sustained low DSO and improved cash flow quality
- Scalable operations without proportional increases in headcount
- Long-term control in complex, high-volume environments
- Reduced operational risk and improved team productivity

Key Takeaway

Cash flow challenges in hire businesses are rarely customer problems—they are process and visibility problems. Kuhlekt provides the structure, transparency, and data to maintain control, scale efficiently, and continuously improve dispute and credit management, turning AR into a strategic capability rather than a reactive burden.

Metrics Callouts

DSO (>60 days): achieving a 30% reduction

- Disputes over 6 years: 50% reduction
- Total disputes managed: > 5000 over 6 years ranging from 1250 per annum to 695 per annum