



One partner for 180 countries: How EOS processes receivables globally for Hertz

- EOS is a specialist in international receivables management
- a Group-wide platform quickly assigns cases to local experts – in more than 180 countries
- in total, EOS processed 39,000 outstanding receivables in two years on behalf of the car rental company Hertz

With locations in nine countries and customers from 155 countries, car rental company Hertz is well positioned internationally. But this internationality comes with a huge challenge: receivables from defaulting customers around the world have to be collected. Hertz made a decision to outsource the logistical and legal headache associated with this. Since 2021 EOS, in the capacity of fiduciary, has been collecting outstanding receivables incurred in nine countries: Germany, the UK, Switzerland, the Netherlands, Belgium, Spain, Italy, France, and Luxembourg.

EOS expertise in international debt collection decisive for Hertz

Hertz initially also reviewed several other international debt collection options, explains Pamela Hourigan, Senior Team Leader Collections at Hertz: “We came to the conclusion that EOS’s professional image and wide global reach best meet the business needs of Hertz as a global company with customers around the world and at the same time ensure a professional customer focus.”

EOS has built up considerable expertise in cross-border cases – that is, collection of cross-border receivables – over the decades. With its own companies in 24 countries and partners on all continents, EOS can help creditors get what’s owed to them in 180 countries around the world. Each partner is trained by EOS and undertakes to uphold the high standards of the Group.

How do customers benefit from this? They only have to send cases to one location. Receivables management may be globally active, but it’s centrally controlled: with the push of a button on the EOS Global Collection platform, the EOS foreign subsidiary in Slovakia distributes all assignments from Hertz to the EOS subsidiaries and partners, which then collect the receivables locally in the local currencies.

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Through the cooperation with Hertz, we were also able to test our capacities and optimize some of our processes. With Hertz as a customer, we have been able to expand our expertise.



Slavomír Salát
Sales Director EOS KSI, Slovakia



Digital know-how for simplified cross-border processes

“Thanks to our IT know-how and the automated interface to the EOS Global Collection platform, it is easy for us to process thousands of international debt collection cases,” says Slavomír Salát, Sales Director EOS KSI in Slovakia: “Through the cooperation, we were able to test our capacities and optimize some of our processes. The cooperation is continuously improving and success rates are increasing every month.”

For the customer Hertz, another benefit arises, he says: “Unlike many of our neighbors, our country is a eurozone country, so we work with the same currency

as most of the Hertz countries we serve.” The car rental company also appreciates the interactive nature of the EOS Global Collection platform. “It allows us to track, control, and measure the costs of a large receivables portfolio with a high transaction volume,” says Pamela Hourigan.

EOS has already obtained payments from more than 80 countries

Given the number of cases, an overview is more than helpful: Since the cooperation began two years ago, EOS has been able to obtain payments for Hertz from more than 80 countries. A total of 39,000 cases with a total value of ten million euros were processed by EOS.

Much to the satisfaction of the car rental company. “Both sides work together to build a sustainable relationship and adapt the processes as far as possible to our systems and procedures so that we are efficient,” says Pamela Hourigan. “The team is very responsive and is always available for meetings and calls.” Slavomír Salát sees it as a win-win situation: “With Hertz as a customer, we have been able to expand our expertise.”

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Pamela Hourigan

Senior Team Leader Collections at Hertz

How you can successfully close cases abroad

Want to find out more about how EOS obtains payments for even the most hopeless receivables worldwide?

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