Success story
Finance and Accounting

Turning Collections Challenges into Global Talent Success for Private Equity-Backed Industrial Services Org



A private equity-backed industrial services company faced unexpected collections turnover and pressure to reduce operating expenses.

Challenge

A private equity-backed industrial services company was navigating unexpected turnover within its collections function while simultaneously facing pressure to reduce operating expenses.

The challenge extended beyond replacing departing employees. The organization's billing environment involved industry-specific complexities that required professionals with relevant experience and the ability to manage nuanced collections processes.

Traditional domestic hiring presented a difficult balance between controlling labor costs and securing the specialized talent necessary to maintain operational effectiveness.

Solution

The Addison Group team partnered with the client to develop a targeted global staffing strategy that addressed both its operational needs and financial constraints.

Leveraging the capabilities of our Global Excellence Center (GEC) team in India, we identified collections professionals with the right industry experience and backgrounds suited to the client's complex billing environment.

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An essential component of the solution was identifying professionals willing and able to work U.S. business hours, helping bridge the geographic divide, supporting day-to-day collaboration, and ensuring seamless partnership with its domestic finance team and customers.

Results

The engagement provided the client with access to a specialized international talent pool and an alternative to traditional domestic hiring during a period of unexpected turnover and expense pressure.

By combining industry-specific candidate sourcing with U.S. working-hour alignment, our team delivered a staffing solution designed to support collections operations while advancing the client's cost-management objectives.

The Addison Difference

We know that great teams start with great people.

That means we focus on quality, not quotas. It means that we're laser-focused on seeing candidates beyond their resumes to understand their goals and make sure they align with your mission. And it means working with you to get detailed insights into your teams so we can find people who fit, not just who's available.

No one gets talent like Addison Group.®

About Addison Group

Addison Group delivers specialized talent solutions and consulting services across finance & accounting, IT, healthcare, HR, and administrative functions. Our people-first approach helps organizations build high-performing teams, when and where they need them.

A full range of services

- Contract
- Contract-to-hire
- Permanent placements
- Executive search

Accolades

SIA 2026 Largest Staffing Firms in the US
STAFFING INDUSTRY ANALYSTS

Forbes America's Best Professional Recruiting Firms 2026

Addison Group