

Valeant Pharmaceutical Fred Paisley

How did you get the lead? I self-generated this prospect by following a credit manager that I worked with previously and started talking potential business in December of 2015. At the time, Valeant rarely utilized third party agencies, primarily because of concern over losing their already fragile customer base and difficult press throughout 2016 based on previous CFO issues. Knowing the sheer # of accounts/customers that Valeant sold to, I quickly identified that there must be an opportunity for TSI that Valeant wasn't aware of. I provided my bio showing my industry experience/TSI brochure and my contact received approval from her boss, the corporate controller, to begin placing monthly delinquent accounts with TSI for 3rd party contingent work for the Pharmaceutical/Bausch & Lomb division.

What did Valeant like about our services? Valeant was pleased with the TSI 3rd party services. I heard one of the credit managers express how she wasn't pleased with her staff's performance/lack of resources and shared she needed to add FTEs. I heard "1st party opportunity" and shared that TSI's core competency is collections. Why not utilize a TSI licensed collector that can handle the account comparable to adding an additional FTE without the overhead costs of a new hire.

Biggest Selling Point? Past history and working relationship. Donna (with Valeant) expressed that with her previous employer she was "forced" to deal with a different TSI rep (who is longer with the company) and it wasn't the same experience or service level.

Why did we win this business? Trust and our long-term business relationship. I'm available, provide fair, accurate & honest information and give solid advice based on tenured experience. Donna shared that I did a great job identifying the internal problems & provided solid solutions for their A/R collection issues. "I want to work with a sales rep that has a solid business ethic and it's all about trust. Give and take, not a one way relationship. Tell your company if there isn't trust there's no relationship, as those are the pillars of a perfect organization" said Donna (with Valeant).

What made us stand out above other competitors? Great response time. "Fred is approachable (without being a typical sales rep and being pushy). He understands the big picture and it's about give and take" said Donna (with Valeant). I'm able to identify their needs and provide them with solid business solutions that they wouldn't have thought of.