

# Growing US Demand for South African Collections & Recoveries Expertise

JOHANNESBURG, SOUTH AFRICA, August 29, 2025 /EINPresswire.com/ -- As US companies face mounting pressure to optimize debt recovery operations while maintaining compliance and cost-effectiveness, many are discovering the compelling advantages of partnering with South African [Accounts Receivable](#) specialists.

"[iContact BPO](#) has experienced strong demand from US collections agencies seeking its accounts receivable services that deliver significant cost savings as well as superior results. The numbers tell a compelling story: US companies can reduce their operational costs by 40-60% by outsourcing to South Africa, while often achieving better recovery rates than domestic operations. While a US accounts receivable operation can cost over \$50,000



Clinton Cohen - CEO of iContact BPO

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iContact BPO*

per year per agent including infrastructure, South African operations offer significant reductions. This combination of cost efficiency and performance excellence has made South Africa a preferred destination for US accounts receivable outsourcing,” explains Clinton Cohen, CEO of iContact BPO.

What sets iContact BPO apart in this competitive space is its backing by the Alefbet Group of companies, a powerhouse in the collections and recovery industry since

2004. Alefbet’s Collections and Recoveries expertise runs deep, with operations that have consistently been one of the top collections companies with clients that include financial services and telecommunication providers, retailers, utilities, government institutions and healthcare providers, currently managing \$1 billion under collection.

“This extensive experience translates into sophisticated methodologies, proven recovery

strategies, and deep understanding of debtor psychology across different market segments - expertise that US companies can now access through iContact BPO's specialized and outsourced accounts receivable services.

Several factors have positioned South Africa as the go-to location for US accounts receivable outsourcing.



"South Africa's English-speaking workforce provides seamless communication with US debtors, eliminating the cultural barriers and accent challenges that can hamper collection efforts in other offshore locations. The country has invested heavily in the telecommunications and data infrastructure necessary for modern collection operations, including sophisticated dialler systems, CRM platforms, and compliance monitoring tools. South Africa's emergence as the Top Performing Business Process Outsourcing Destination in Africa indicates the country has developed robust frameworks for handling outsourced business processes, including accounts receivable services," says Cohen.

The Alefbet Group's investments are strategically driven by a unique combination of data, analytics, technology and talented people, ensuring full compliance with both South African and US regulations and processing of personal information. South Africa's time zones allow for extended operational hours, enabling US companies to reach debtors during optimal calling windows while maintaining 24/7 coverage. Furthermore, favourable exchange rate and lower operational costs in South Africa translate to substantial savings for US companies without sacrificing collection performance.

Drawing on the Alefbet Group's extensive collections portfolio, iContact BPO brings several key advantages to US clients.

"The group's experience across financial services, tele-communications, retail, utilities, and healthcare sectors means iContact BPO understands the nuanced approaches required for different types of debt and debtor profiles. With proven ability to handle billions in debt under management, we can seamlessly scale operations to meet the varying demands of US clients, from small portfolio placements to large-scale collections campaigns. As US companies continue to seek competitive advantages in accounts receivables recovery, the partnership with South African specialists like iContact BPO represents more than just cost savings - it's about accessing world-class expertise that can significantly improve recovery rates while maintaining the highest standards of compliance and customer service," adds Cohen.

The steep demand iContact BPO has experienced from US clients reflects a broader recognition that South African accounts receivable services offer a unique combination of cultural compatibility, technological sophistication, and proven results.

"The trend represents part of South Africa's broader emergence as a leading BPO destination, particularly for English-speaking markets like the US, where companies are seeking to reduce operational costs while maintaining service quality," concludes Cohen.

Clinton Cohen

iContact BPO

+27 11 019 0920

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