

# CUSTOMER SUCCESS STORY

One-stop professional foreign exchange solutions

## CUSTOMER PREVIEW

### Company Name

United Sourcing  
Services Limited



### Scale

Small and Medium-Sized Enterprise

### Industry

B2B International Trade

### Products and Services

Enterprise Procurement and Supply  
Chain Solutions

## PAIN POINTS AND CHALLENGES

Advice from  
Ms. Veronika Sytina:



### Trust partners, win-win symbiosis

"I am very satisfied with KVB services and I would definitely recommend companies who are involved into international trades to use KVB as their reliable partner for cross-border payments."

## CLIENT'S ATTEMPT

### CHALLENGES

As a small business, United Sourcing needs to make decisions and execute more quickly in the process of expanding the international market. In this process, the cost-effectiveness of cross-border settlement and transparency to customers and suppliers are two important considerations must be taken into account at the same time.

However, United Sourcing found that when expanding global customers and developing new supply chains, it was very difficult to find a cross-border settlement partner that could not only provide accurate time expectations, but also offer favourable exchange rates and low service charges. Large enterprises can enjoy bank's advantageous exchange rates through large-scale transactions, but small enterprises can only survive in the cracks.



## MEET KVB

United Sourcing found that KVB's service implementation is very simple and smooth, especially with the assistance of KVB account managers, United Sourcing executives can hand over all doubts, questions, and concerns to those account managers who are willing to help and respond quickly to customer needs. The account managers assigned by KVB have become their executive assistants in the area of cross-border settlement, helping them to get rid of complicated foreign

exchange operations, which making them more time on important strategic decision making and contributing to business growth.

Moreover, the exchange rate offered by KVB is much lower than the bank rates. United Sourcing often needs to use US Dollar, Hong Kong Dollar and Chinese Yuen (Renminbi) for multi-currency settlement. The preferential exchange rate greatly reduces the cost and relieves cash flow pressure of the company.

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## SOLUTIONS

### ● CUSTOMER SERVICES

From customer on-boarding to daily operation, the one-on-one account manager assigned by KVB promptly provides United Sourcing with very professional and comprehensive guidance, helping United Sourcing to conduct international payments and ensure smooth operation of their business.

### ● ACCURATE EXPECTED PAYMENT TIME

It is clear and transparent among United Sourcing, their partners or payees regarding the settlement lead time. The quickest settlement time via KVB is in one to two working days, which enables more accurate cash flow projection and smoother supply chain process. A predictable payment delivery date is critical to small businesses.







### ● CONVENIENT APP

KVB provides GCFX mobile application which allows clients to perform fast and secured small amount cross-border payment at their fingertips. When United Sourcing needs to have complex finance operation requirements with large amount currency exchange transactions, United Sourcing will contact the account manager to get professional and efficient services.

### ● ADVANTAGEOUS EXCHANGE RATES

The foreign currency exchange rates for cross-border settlements are far more favourable than that of banks, which become the cost optimisation factor for business growth.

### ● MULTI-CURRENCY SETTLEMENT

KVB supports multi-currency settlement services, which ensures United Sourcing the possibility to expand its business worldwide with confidence regardless any currency limitations.

## OUR COOPERATION

The cooperation between United Sourcing and KVB is very pleasant and reliable, summarising in the following points:



Convenient order handling and professional customer services allow United Sourcing executives to focus on business growth without investing time and effort in cross-border payments.



Advantageous exchange rates save United Sourcing time and monetary cost.



Professional support and guidance from the account manager resolved all the concerns and questions of United Sourcing in the cross-border settlement process.



Predictable settlement time (same day or next day) enhances the relationship among United Sourcing, their customers and suppliers.



**KVB Global**  
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