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Netpag in talks with SAP to expand service overseas - Chile

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Chilean billing and collecting services outsourcing firm Netpag may integrate its software with the ERP platform of Germany's [SAP](#) (NYSE: SAP) as part of an expansion drive across Latin America, company director Paul de Laire told BNamericas.

Nearly 95% of all Netpag clients use SAP platforms and an important number of them have requested the firm to implement its online service in their subsidiaries worldwide. For that reason Netpag has begun negotiations with SAP.

One of the possibilities of the partnership would be to make only minimal modifications to integrate Netpag with SAP so that Netpag's clients are able to access the service within less than six months.

"But that would not be the ideal long-term solution. The complete solution would be to enter into NetWeaver [SAP's integration builder platform] and that means modifying the software that is now developed over a [Microsoft](#) [Nasdaq: MSFT] platform and we would need to develop it over Java. That would take at least a couple of years," de Laire said.

With over 25 years of operations, the company started providing financial and legal consultancy services and then expanded to the collecting services market. The company negotiated its first integration deal in 1999 with German telecoms equipment provider [Siemens](#) (NYSE: SI).

The service was at first mainly through a contact center with people in the field collecting payments. Later, Netpag decided to bring the entire service to an online platform so clients would be able to check online the different stages of the collecting process.

"Today we have a contact center with 35 positions and nearly 12 workers in the field. We have invested approximately US\$1.5mn and expect to add US\$500,000 more to that amount next year. We are also developing a second release of the software which will be finished in December," de Laire added.





Netpag administrates collecting services for nearly 30 clients, mostly large and medium-sized companies and several multinationals. The company aims to double the number of clients during 2007. The firm is today administrating approximately 100,000 bills per month and has a capacity to grow that figure to 500,000.

"Our biggest problem is that we need to win the confidence of the client. It is really complicated to get companies to give us their client base and information on the amount of money they are generating. We get to know what they sell, to whom and in which conditions, and to outsource that is very complicated," he added.

In 2006 the company aims to bill US\$1mn and expects to double that figure in 2007.

By [Cristina Molina](#)

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