

*Case Study*

# *Living Stone Products*

*How one building industry supplier has  
benefited from credit checking*



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## Introduction

Andrew Moss of Living Stone provides the concrete facts on interactive credit checking in the building and landscaping trades.

Living Stone provides a range of truly innovative and creative hard landscaping products for gardens. The company combines more than 20 years of experience in the manufacture and supply of a wide range of decorative and superbly practical landscaping products, with a totally fresh approach to garden design, layout and creativity.



## ***Keeping an eye on the market***

As a well-established business Living Stone has a large customer and supplier list, many of whom are in the building and landscaping trades. Living Stone likes to maintain a close eye on the financial position and creditworthiness of its customers and suppliers to ensure that its business is protected from potential business failures and the costs of bad debt.

## ***Credit reporting on demand***

Andrew Moss is the Company Secretary and Chief Accountant at Living Stone. "I need credit reporting that is both reliable and inexpensive. My information needs are daily and accuracy is critical to help us make the right decisions. It's highly important to be able to check on a company or supplier and get credit information instantly, in order for it to be of any use. I discovered Riskdisk when I joined the company, and have now been using their products and services on a daily basis for nearly 10 years. As a businessman I have naturally considered alternative suppliers, but I have not found a company that can offer the same depth of knowledge and instant reaction that I have become used to for the same investment. I have watched Riskdisk grow and evolve to match our business needs in a very positive way."

"The real benefit for me of the Riskdisk account is that I can instantly access information online and make very quick decisions to offer or decline credit, which certainly helps to safeguard our business. Riskdisk has also been very useful in counteracting, where necessary, the inevitable enthusiasm of a salesman by providing those salient credit facts which may not have been divulged by a prospect during a 'successful' sales call. The key for me is instant information. It's fantastic. Riskdisk's Hypermonitoring service has also proven to be amazingly useful to me by providing daily updates on the activities of all our customers. This means that I am able to see at a glance when anything untoward (or good) happens, and take the appropriate action. Information really is power."

"I even use Riskdisk to assess new suppliers. It's very reassuring to know that a supplier is solvent and not about to disappear with our money before we invest in new products and send large amounts of cash into the ether."

***'Riskdisk's Hypermonitoring service has proven to be amazingly useful to me by providing daily updates on the activities of all our customers'***



## Protection from problems

Andrew went on to say, "To ensure we are protected from potential problems it's essential to have up-to-date, accurate information on our customers and suppliers." He added, "It's also quite a useful tool to learn a lot about what's happening with our competitors and know what they are up to!"

Andrew concluded, "Using the Riskdisk daily monitoring service has helped me make some very timely credit decisions about customers, and has contributed significantly to the company's wellbeing by virtually eliminating our exposure to bad credit risks." He added, "I would certainly recommend using Riskdisk to anyone running a small to medium-sized business, as it is not too costly and does provide a significant amount of very accurate, up-to-date information."



To discover more about Living Stone and landscaping your garden, please visit their really useful website at **www.stonetohome.com**.

To find out how to protect your business from bad debts visit **www.riskdisk.com** or call our customer information line on **0844 871 1868**.

Living Stone is registered as Concrete Products Lincoln 1980 Ltd, and can be found as such on the Riskdisk database.

