

Reduce small business customer risk during periods of economic turbulence

Get automated alerts when customer performance dips, long before it can impact your bottom line.



Small businesses are dynamic. They're continuously evolving along with the economy, regulations and other internal and external influences. In times of financial uncertainty, the pace of change often accelerates. If you can proactively identify performance shifts in your small business accounts, you're better able to mitigate risk and identify appropriate upsell opportunities.

Once your company establishes a relationship with a small business customer for your telecommunications products or services, your due diligence shouldn't end. Change happens quickly. If you rely solely on internal sources to detect risk in your customers, you likely won't discover issues until it's too late. By then, you may have lost revenue, and your equipment may have disappeared along with the company.

LexisNexis® Small Business Monitoring automates account monitoring by delivering updates on the status of your small business customers. You set thresholds, event targets and timeframes for customized alerts. Then Small Business Monitoring works behind the scenes, conducting daily, weekly or monthly oversight to provide you with unprecedented account visibility.

Reduce exposure

Proactive risk detection can help you minimize losses. When you're aware of potential problems, you can take action to protect your business by adjusting your contract, working out payment plans, withholding services and demanding equipment be returned.

But how can you determine which small business customers are at risk? They may be having problems with other vendors, which could be instructive in how you manage their account. They may be dealing with challenges that have nothing to do with your business yet make them vulnerable to failure. You need to be aware of issues that go well beyond your relationship with their company.

LexisNexis Small Business Monitoring tracks an organization's performance with continuous monitoring of 23 critical elements including:

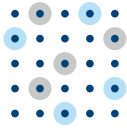
- **Credit account data**
- **Charge offs**
- **New account openings**
- **Liens**
- **Involuntary account closures**
- **Judgments**
- **Days beyond terms events**
- **Bankruptcies**
- **Changes in credit scores**
- **Material changes in public records**

You select the level of monitoring that fits your business requirements, including alternative data, derogatory data and firmographics.

Everything you need to know

Small Business Monitoring bridges information gaps with our unique combination of data from more than 10,000 sources, proprietary linking technology and advanced analytics.

You're able to stay current on your small business customers with alerts on significant changes available through batch.



More coverage

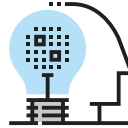
10,000+ data sources



25% more U.S. businesses



Coverage of Bank Credit and
B2B Trade Credit



More intelligence

Patented data linking



Alternative, financial and
B2B trade data



Business and people data



More clarity

Connected businesses



Connected owners,
executives and employees

Limit risk and strengthen customer relationships

Small businesses must work hard to stay relevant in a changing market. In times of economic turbulence, their position becomes even more precarious. Telecommunications companies need to be vigilant in monitoring the performance of their small business customers. Even the best customers can experience periods of increased financial stress, putting their relationship with your company at risk.

The more you know, the better you can manage your accounts.
Maintaining oversight of your small business customers can yield big benefits:

- **Protect revenue**
- **Optimize growth**
- **Proactively curtail risk**
- **Reinforce account relationships**
- **Improve decisioning**
- **Discover upsell opportunities**

Decisions your organization makes today about its small business customers can have repercussions for your telecommunications company for many years. If you don't have processes in place to monitor account performance and identify leading indicators, you likely won't discover problems until the losses begin to mount. LexisNexis Small Business Monitoring streamlines your account management and helps you understand your customer health in good times and bad.

For more information:
Call 800.897.1644 or visit risk.lexisnexis.com/SMBRisk



About LexisNexis® Risk Solutions

LexisNexis Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

Small Business Monitoring provided by LexisNexis is not provided by "consumer reporting agencies" as that term is defined in the Fair Credit Reporting Act (15 U.S.C. § 1681, et seq.) ("FCRA") and does not constitute a "consumer report" as that term is defined in the FCRA. Small Business Monitoring may not be used in whole or in part as a factor in determining eligibility for credit, insurance, or employment or for any other eligibility purpose that would qualify it as a consumer report under the FCRA. Due to the nature and origin of public record information, the public records and commercially available data sources used in reports may contain errors. Source data is sometimes reported or entered inaccurately, processed poorly or incorrectly, and is generally not free from defect. This product or service aggregates and reports data, as provided by the public records and commercially available data sources, and is not the source of the data, nor is it a comprehensive compilation of the data. Before relying on any data, it should be independently verified. LexisNexis and the Knowledge Burst logo are registered trademarks of RELX Inc. Copyright © 2020 LexisNexis Risk Solutions. NXRXXXXX-00-0820-EN-US