



Case Study



Driving operational efficiency through credit automation: Henkel's success story

Henkel South Africa, a global leader in adhesives and consumer goods, needed a reliable and adaptable credit risk management solution to support operational efficiency and compliance. With high transaction volumes and strict governance requirements, Henkel sought a platform that could simplify onboarding, accelerate credit assessments, and integrate seamlessly into existing workflows.

Challenge

- Manual credit processes slowing onboarding and approvals.
- Need for a user-friendly system adaptable to unique workflows.
- Compliance and audit requirements demanding transparency and speed.

Solution

Henkel partnered with Trade Shield in 2023 to implement its credit risk management and onboarding platform, which delivered:

- Automated credit assessment to accelerate decision-making.
- Workflow adaptability for seamless integration.
- Centralised data for easy access and audit trails.
- Responsive support ensuring smooth implementation and ongoing optimisation.



Impact

- Streamlined credit assessment processes.
- Improved operational efficiency and compliance.
- Enhanced user experience with a platform that is intuitive and adaptable.
- Strong partnership with a provider committed to innovation and responsiveness.

Why Trade Shield

- 1** Proven reliability and adaptability for global operations.
- 2** Scalable automation for compliance and efficiency.
- 3** Exceptional client support and innovation-driven partnership.

Client Testimonial

"We are pleased to provide this reference for Trade Shield, with whom we have had a professional relationship since 2023. Throughout this time, Trade Shield has consistently delivered reliable, high-quality credit risk management and onboarding solutions that support our operational and compliance objectives. Their platform has proven to be user-friendly, adaptable to our workflows, and effective in streamlining our credit assessment processes. Their team is responsive, knowledgeable, and always willing to go the extra mile to ensure our requirements are met. We have found Trade Shield to be a dependable and professional partner, and we value the insight and innovation they bring to our business. We are confident in recommending Trade Shield to any organisation looking for a trusted and capable service provider in this space."

Melanie Govender

Credit Controlling Manager, Henkel South Africa