



How Plexus Corp. Achieved Customized Credit Management at Scale

Client Profile



A \$4 Billion Electronics Manufacturing Company

Plexus is a global leader in electronics manufacturing, partnering with customers to design, manufacture and service complex products for highly regulated industries — from life-saving medical devices and aerospace systems to industrial automation and semiconductor equipment.

Plexus delivers end-to-end solutions that combine advanced technology with real-world impact. Its expertise spans the Aerospace & Defense, Healthcare & Life Sciences, and Industrial sectors, empowering market leaders and innovators alike to bring critical products to life.



Challenges



Numerous Customer Reviews. Constantly Changing Credit Profiles.

Plexus needed an efficient way to manage global customer credit, adjust terms at scale, and generate clear actionable reports — without getting buried in data. The Treasury Manager wanted one platform that could provide real-time risk monitoring, executive dashboards and the flexibility to apply a custom credit strategy for every customer.

*Extending customer credit shouldn't be one-size-fits-all. We need to be able to **set the right terms** for each customer's **unique risk level and attributes**.*

— Ryan Sorensen, Treasury Manager, Plexus

Solution



Scalable Credit Risk Management with Actionable Reporting

Plexus chose CreditRiskMonitor® as its primary source of credit risk intelligence — saving time and money with an intuitive, easy-to-use platform.

Key Benefits:

FRISK® Score: 96% accuracy in predicting bankruptcy within 12 months.

Real-Time News Alerts: Info needed to stay ahead of critical events that affect customers.

Financial Statement Spreads: Standardized, easy-to-read financial data.

Portfolio Dashboards: Clear, high-level reports for seamless communication with executives.

Dedicated Quality Assurance Team: Provides accurate, reliable data — giving Plexus the confidence to make faster, better-informed credit decisions.

62% Plexus customers monitored by FRISK® Score

27% Time saved with user-friendly interface delivering instant access to information

Key Takeaway



With proactive monitoring and clear data, Plexus spends less time on reviews, protects cash flow, and avoids costly risk exposure — saving millions that far exceed their subscription cost.

*The **FRISK® Score** is our go-to tool for monitoring customer risk, and CreditRiskMonitor.com keeps us up to date on new features that help us work smarter. I'd give them **9 out of 10** for both **product quality and support**.*

— Ryan Sorensen, Treasury Manager

Results



27% Less Time Spent on Customer Reviews. Stronger, Healthier A/R Portfolio.

With CreditRiskMonitor®, Plexus streamlined credit operations and now makes more confident credit decisions including:

Faster Credit Reviews: Weekly reviews are automated with the FRISK® Score, saving time and ensuring consistent risk checks.

Risk-Based Workflows: Medium-risk accounts trigger proactive follow-ups, while higher-risk accounts have credit terms adjusted to manage exposure.

Quick Response to Changes: Real-time alerts flag major events — such as downgrades or covenant breaches — so the team can act immediately. For example, Plexus paused ordering for a customer who broke a banking covenant and lost borrowing ability, adjusting terms to avoid taking on \$2 million in risk coverage.

Simplified Financial Analysis: Standardized spreads reduce manual work, allowing the team to focus more on strategy and customer relationships.

Clear Reporting: Portfolio dashboards present key credit data in an easy-to-read format for CFOs and senior management.