Valuable Information at Your Fingertips

Efficient and Client-Friendly Technology

We utilize Ontario Systems ARTIVA RM as our collection management system, which is very robust and contains multiple built in compliance features as well as account representative scorecards. This technology allows us immense flexibility when customizing client workflows and/or informational reporting requirements. Our telecom dialing platform is fully integrated via Ontario Systems Contact Savvy product; which is cloud based and offers TCPA compliant Manual Dial as well as Auto Dial capabilities. Additionally, we support multiple data file formats for automated electronic loading of client accounts into our collection management system.

Take Control of Outstanding Debts
Our workflow is highly automated and begins upon receipt of new accounts. An account placement acknowledgment report is automatically generated and remitted back to you as soon as your accounts are loaded into our system, detailing the account information we received along with aging status and the balance referred.

Immediately upon the loading of accounts into our system, our software scrubs each account against the National Change of Address (NCOA) database as well as national telecom databases, to ensure we have the best mailing address and most current telephone number for each debtor.

Then, a statement or an initial validation correspondence is mailed to the consumer. Included with each correspondence is information regarding our secure consumer web portal, where the consumer can access, view and pay or make payments on their account(s). Furthermore; each correspondence contains information on how to contact our office and pay or make a payment on their account(s) without ever having to speak to a representative via our IVR solution.

Once we have remitted the initial correspondence, our telephone campaign begins; whereby, utilizing our consultative approach, our representatives will work through a series of questions in order to overcome the consumer’s defensive emotions and open the channel of communication in order to obtain insight into their “true” financial position. This process allows our team the greatest opportunity to determine if the consumer has the desire to pay the bill(s) and then design a repayment plan based upon their financial ability that will resolve this/these debt(s).

By leveraging our database technology, your A/R inventory is efficiently worked and meticulously maintained, ensuring each debtor account is consistently contacted and repayment arrangements are fulfilled as promised. Further aiding our team in liquidating your A/R, our technology platform offers immediate credit card payment options as well as allowing multiple series of post dated checks which print directly in our office. These features, along with our consultative solution based approach, provides abundant opportunities for each debtor to quickly resolve their outstanding financial obligation with your entity and expeditiously improve your outstanding A/R.

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