

THE COMPANY:

E Partner Net, Inc.

- Family-owned collections agency located in Provo, Utah
- Specializes in account collections, check collections, merchant services and electronic payment processing
- Employs 20 collectors with more than 10,000 active clients

“With Columbia Ultimate and scoring with Acumen! we’ve seen significant improvements in our collectors’ results.”

— Lacey Cherrington, Vice President, E Partner Net, Inc.



E Partner Net, Inc.

BUSINESS CHALLENGE: ENHANCE COLLECTOR PRODUCTIVITY

Launched in 1998 and licensed and bonded in seven western states, E Partner Net, Inc. (EPN) provides customized collections services for businesses and individuals. Headed up by sisters Lacey Cherrington, Jessica Devenish and Sydney Gore, EPN is a family-owned business, which has quickly grown to become one of the most successful, thriving companies in Utah. With over 10,000 active clients managed by a core staff of 20 collectors, maintaining a high productivity rate and maximizing resources are key priorities for effective day to day operations.

EPN is a strong believer and an adopter of technologies and solutions to help accomplish daily tasks. “We are very automated. We do very few things that are not automated,” says Lacey Cherrington, Vice President. “As small as we are, we need to rely on technology to help us manage our growing account base and continue delivering quality service and results for our customers.”

According to Cherrington, the firm was seeking additional technology support to further automate time-intensive process to help increase collectors' productivity but also help them work faster and smarter. “Getting results is important but we also wanted to make sure that our collectors were happy and that we were doing everything possible to make their jobs easier,” says Cherrington.



Collection agency uses analytics and The Collector System to make collections easier and faster.

SOLUTION: ACCOUNT MANAGEMENT STRATEGY AND GUIDANCE WITH THE COLLECTOR SYSTEM AND ACUMEN!

EPN uses Columbia Ultimate's The Collector System to augment their daily operations. With functionalities offered through The Collector System, the EPN staff can quickly and efficiently integrate data, create custom queues of accounts and generate detailed reports – automating many of the time intensive processes and steps to make collections easier and faster.

“We’ve seen improvements in the collector’s attitudes because they now feel that we are giving them the best accounts for them to contact. This has helped to reduce our turnover – and as you can imagine training new collectors is very costly,” says Cherrington.

EPN also utilizes Acumen!, a custom scoring application bundled with The Collector System, to prioritize and rank accounts. By being able to rank accounts in order from the most collectable to the least, EPN and its staff can strategize on which accounts to collect first – helping the firm optimize their collections and giving collectors guidance on their daily collections efforts. Acumen! uses analytics to profile accounts, forecast payment probabilities and produce specialized reports and graphs to increase the organization's bottom line.

EPN prides itself in working with other collection agencies looking to automate their internal payment processing with check-by-phone, recurring payments and credit card processing. “We saw first-hand how payment automation increased efficiency on our collection floor. Once you have a debtor on the phone it is imperative to offer as many payment options as possible — so payment authorization on a credit card real-time while the call is connected is crucial to an agency's success. We enjoy working with other agencies to share in that new electronic integration,” says Cherrington.

RESULTS: HAPPY COLLECTORS EQUALS INCREASED COLLECTIONS

The deployment of The Collector System and Acumen! has enabled EPN to further automate processes and contact more debtors and increase collections. “We’ve seen improvements in the collector's attitudes because they now feel that we are giving them the best accounts for them to contact. This has helped to reduce our turnover – and as you can imagine training new collectors is very costly,” says Cherrington.

RESULTS AT A GLANCE

- **Optimize collections by efficiently integrating data**
- **Analyze payment probabilities with analytics**
- **Significant improvements with collectors' attitudes and results**

ABOUT COLUMBIA ULTIMATE:

Columbia Ultimate is the industry expert in providing software and integrated solutions for collecting money. Since 1979, collection agencies, debt buyers, banks, healthcare and retail organizations have relied on Columbia Ultimate's comprehensive line of software and services to increase efficiency, profitability and success with their collections. In addition, Columbia Ultimate is the leader in providing revenue recovery solutions for state, county and local governments across the country.

Headquartered in Vancouver, Wash., with an office in Atlanta, Georgia, Columbia Ultimate is a privately-held company with more than 500 customers worldwide.



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