

“Columbia Ultimate’s The Collector System® has allowed us to increase working accounts by more than 30 percent within the first year of deployment. ”

— Paul Amacker Sr., Operations Manager, Southern Financial Systems

Southern Financial Systems, Inc.

Southern Financial Systems (SFS) is a licensed and bonded collection agency with more than 40 years of combined experience and expertise in the collection of non-performing debt. The company works with over 600 clients including city courts, hospitals and credit unions.

BUSINESS NEED: KEEPING PACE WITH SIGNIFICANT GROWTH

SFS pursues collections on behalf of hundreds of companies from a wide range of industries. From medical bills and retail/contract accounts to past due fines and dishonored checks, SFS takes on accounts at any and all phases of collections from pre-collect to early-out programs.

SFS’s business was growing at an incredible speed. New business was coming in at a rapid rate and was handled by its current team of collectors. The significant growth in business was great news but also brought new challenges. The SFS collectors were becoming overwhelmed with the volume of accounts, and soon, it was apparent that the quality of work was being jeopardized in order to keep up with the workload. Their existing technology infrastructure was not sophisticated enough to handle large volume of accounts, let alone help collectors prioritize accounts from the most collectible to the least. “Our collectors were working too many accounts to the point that accounts were not being properly managed,” says Amacker. “In one instance, a collector had 10,000 accounts in their queue. We couldn’t keep up.”

SFS realized that it needed to act fast to remedy the situation or else the company would face unsatisfied clients due to the increasingly challenging workload. Furthermore, since SFS works on a contingency-basis, the firm is paid for only the accounts collected. Therefore, it was in everyone’s best interest to determine a strategy to improve productivity and ensure fast and effective management of accounts.

SFS decided that it was time to make some changes, and began scouting for the right technology solution that would enable them to streamline many of the time-consuming administrative tasks so that their collectors could focus on the job at hand: collecting.

THE COMPANY:

Southern Financial Systems, Inc.

- Full service collection agency with more than 40 years experience
- Headquartered in Hattiesburg, MS
- Services over 600 clients

Growing collection agency Southern Financial Systems selects The Collector System for increased productivity.

SOLUTION: THE COLLECTOR SYSTEM TO STREAMLINE AND AUTOMATE TASKS

SFS chose to deploy Columbia Ultimate's The Collector System, an industry standard collections tracking and management system that simplifies and automates tasks to make the collections process easier and faster. SFS was attracted to the solution's comprehensive offering as well as its flexibility and customization capabilities.

With The Collector System, SFS collectors can streamline workflow processes and benefit significantly from improved management reporting and business intelligence capabilities — enabling SFS to be more productive, provide better service, and increase their competitive advantage. SFS collectors' queues are automated through The Collector System's *Account Flow Manager* feature. This feature continuously evaluates debtor accounts or other related information and automatically moves the account along through a pre-established collection process as changes occur. This allows collectors to use 25 to 30 percent fewer keystrokes per accounts worked.

“Deploying The Collector System has allowed us to take on more business and be strategic in how accounts are worked,” states Amacker.

The Collector System's reporting capabilities have enabled SFS to easily generate and provide up-to-date information on areas such as collector performance and productivity. The detailed reporting function provides information on collectors' efficiency as well as collectors' activities, which lists specific actions taken by each collector for each account worked with the associated time spent working on the account. “Having a tool to provide us with this level of visibility into our everyday productivity has been incredibly beneficial,” says Amacker.

RESULTS: COLLECTIONS INCREASED BY 30 PERCENT

SFS has been able to work on accounts with maximum efficiency since deploying The Collector System. “We have been able to increase our collections by 33% with current staff and expect to double our collections by the end of the year,” Amacker claims.

Amacker believes that deploying The Collector System has given his firm a competitive edge. “The solution has lifted a lot of the burden off our collectors' shoulders, so they can focus and get the job done much more quickly than ever before. The Collector System has given us a huge boost in productivity; we're confident that we can beat any competition.”

RESULTS AT A GLANCE

- **Increased collections by 33% with current staff**
- **Expect to double collections by end of year**
- **Accounts are worked more efficiently with Account Flow Manager**

ABOUT COLUMBIA ULTIMATE

Columbia Ultimate is the industry expert in providing software and integrated solutions for collecting money. Since 1979, private enterprises and government agencies have relied on Columbia Ultimate's comprehensive line of software and services to help manage the collection life cycle. Servicing 30 of the top 100 collections agencies nationwide and the leader in providing revenue recovery to governments, Columbia Ultimate's software and integrated solutions increase customers' efficiency, profitability and success.



COLUMBIA ULTIMATE®

Corporate Headquarters: 4400 NE 77th Avenue, Suite 100 | Vancouver, WA 98662 | 1-800-488-4420 | sales@columbiaultimate.com | www.columbiaultimate.com

Eastern Operations Center: 11115 Houze Road, Suite 100 | Roswell, GA 30076 | 1-800-752-6678 | eastops@columbiaultimate.com

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