



CUSTOMER SUCCESS STORY

Advanced Discovery Makes Case for Anytime Collect with 33 Day Reduction in Days to Pay

Advanced Discovery has roots in the paper management industry, finding and making copies of data for litigation clients. Although they still have physical locations that do this, they saw opportunity in electronic data management. Now, the company uses a platform called Relativity, in combination with forensic consultants and attorney reviewers, to preserve and collect data and then turn it into a useable format for litigation. Advanced Discovery primarily works with law firms and large corporations.

Over the years, Advanced Discovery has grown to become a global corporation with 16 locations across the United States, UK, and Dubai.

Saving 367 Man-Hours

Advanced Discovery faced a huge hurdle in automating their accounts receivable having very few email addresses for customer contacts. During the system implementation they quickly found that most of their customer contacts were not involved in accounts payable and were the wrong contact for credit and collection issues.

“With Anytime Collect, you’re really concentrated and keying in on a single email when you’re using the automated notices,” said Advanced Discovery Executive Vice President of Client Relations Steve Sessions.

Anytime Collect automated email sends out invoices, collection letters and payment reminders to Advanced Discovery clients whenever they are late or need a reminder. Since the collection representatives no longer have to do this manually, they have saved almost 367 hours of time.

“People cover so much more territory and it brings, I hate to say the cream to top because the ones who aren’t paying aren’t necessarily the cream, but it separated the good and the bad real quick,” Sessions said. “From a gain standpoint, just having that ability to use automation to our favor and to our advantage was key to all this.”



Company

Advanced Discovery

Website

www.advanceddiscovery.com

Industry

Litigation Data Management

Location

Locations throughout U.S. and internationally

System Profile

QuickBooks Enterprise
Anytime Collect Standard Edition
8 credit users, 2 inquiry users.

Challenge

Lack of consistency and transparency of accounts receivable throughout the organization

Solution

Use Anytime Collect notes, automated email and internal alerts for follow up.

Results

Decreased average days to pay from 43 to 10 in one year and saved 367 hours of time with auto-email.



Reducing Average Days Late

When Advanced Discovery implemented Anytime Collect in January of 2015, their average days late was 43 days. In one year, they have moved their average days late down to 10. Sessions believes this is attributed to a combination of breaking old habits, getting a good consistent process in place and letting Anytime Collect do the work for you.

“You’re going to see great benefits from the very beginning depending on where you’re at, whether you have a long way to go or a little way to go you’re still going to see benefits [with Anytime Collect],” Sessions said.

Addressing Consistency and Transparency

Like many Anytime Collect customers, Advanced Discovery was previously using spreadsheets to pull invoice reports combined with lengthy weekly meetings to discuss them amongst their team. Unfortunately, there were still quite a few holes. In their industry, customers are billed monthly, however, they often weren’t collecting the previous month before they were ready to bill for the current invoice. With Anytime Collect, their collection representatives were being reminded and alerted to follow up with a phone call to customers who had yet to pay. These consistent alerts helped the collectors to reach out more frequently and to collect a much higher percentage of their accounts receivable each month.

“It’s just consistent internal messages to our team to follow-up by phone in between and that was something that was not going on before,” said Sessions.

Management didn’t have a great way to see where the collectors were at in their accounts receivable process or who had been called. As the company grew, they simply couldn’t keep up with which companies owed what.

With Anytime Collect, all emails and phone conversations are recorded in the system as a note that is available to management users with an account. “We didn’t have a good system for notes or tracking the history of it...When you grow and become more corporate, the whole piece grows and you just can’t do that with a system or process in place,” Sessions explained.

Advanced Discovery’s business is built on finding the facts, analyzing data, and presenting it in the right format for their clients in a court of law. Managing their accounts receivable is no different.

“Whether you have a long way to go or a little way to go, you’re still going to see benefits [with Anytime Collect].”

Steve Sessions, Executive Vice President of Client Relations
Advanced Discovery