LOWRY SOLUTIONS

IMPROVING COLLECTIONS EFFICIENCY & CUSTOMER SERVICE WITH CLOUD-BASED AUTOMATION

BACKGROUND

Lowry Solutions is the leader in enterprise mobility for data collection applications. With approximately 4,700 customers, the company has a lot of accounts receivable (AR) interactions to manage on a daily basis. Previously, Lowry Solutions relied on traditional, largely manual, methods to monitor and execute billing and collections. This included the use of spreadsheets and other hand-written notes, which not only made the process slower and more inefficient, but offered little in terms of visibility and tracking into customer accounts, issues, contacts, notes and more.

The company sought an alternative way of doing things that could "mainstream" AR data for all pertinent users, thereby eliminating low-value manual tasks, placing a greater emphasis on KPIs and strategic decision-making, and increasing visibility at every stage. Consequently, Lowry Solutions began its hunt for an automated solution.
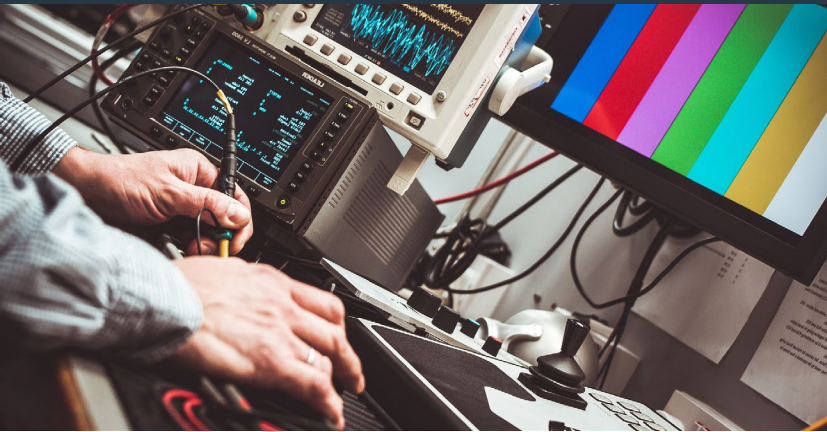
THE SOLUTION

Faced with needing a solution that was easy-to-implement and could connect with its existing Enterprise21 system, Lowry contacted several vendors before landing on TermSync's solution.

Skye Garner, Credit and Collections Analyst at Lowry Solutions, explained: "We had a very high standard for the solution. It needed to eliminate manual methods and aggregate data so that it was easy for everybody to use, as well as provide more accurate tracking of customer accounts and other metrics important to our business."
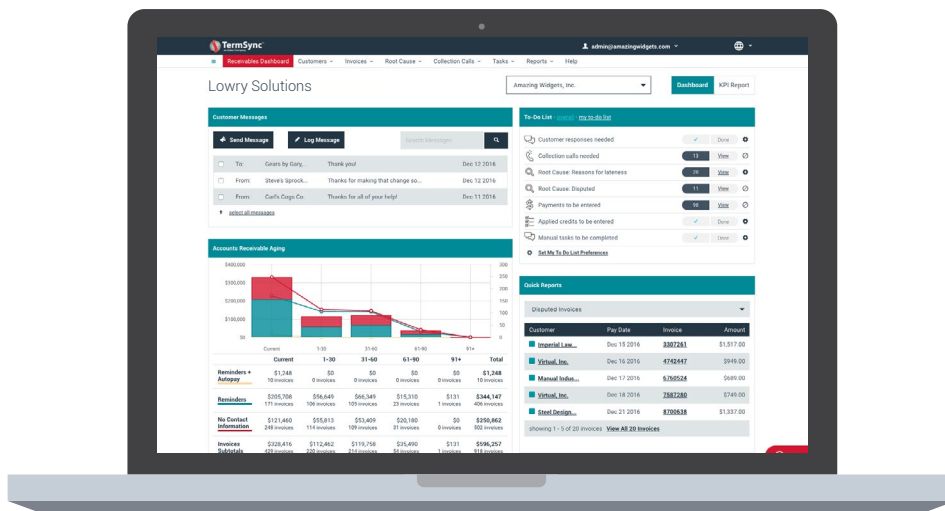
*"With TermSync, we've noticed our customers becoming more **proactive** in the collections process. Now, instead of relying on an employee to call them and spending time talking over everything with them, they're able to go into the **portal**, view their statement and **pay**."*

Mark Muehlenbeck | CFO

*"...Making it that **easy** for them has made the collections process **much simpler** for us."*

Mark Muehlenbeck | CFO

BENEFITS

Since implementing TermSync, Lowry Solutions has gained numerous benefits, including:

Increased efficiency with customer contact, account information and invoice information in one centralized location.

Reduced days past due from 23 days down to 9.4 days thanks to increased productivity of track analysts.

Heightened visibility with reporting and analytic tools including: aging reports, collective effectiveness index, paid during period, etc.

Improved customer satisfaction thanks to a self-service portal where customers can view/download statements, pay invoices or set up autopay.

ABOUT LOWRY SOLUTIONS

Lowry Solutions, based in Brighton, MI, is the total solutions provider of enterprise mobility solutions and AIDC technology for diverse application challenges in a wide range of industries. Founded in 1974, Lowry Solutions implements technology innovations nationwide, and with over 4,700 customers, has earned a reputation as a premier enterprise mobility solutions provider and AIDC system integrator focused on: barcode, RFID-EPC products, biometrics, and asset management solutions.

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