

**Anytime Collect Success Story**

# Systems Maintenance Services Streamlines Credit & Collections with Anytime Collect

Systems Maintenance Services (SMS) provides technology integration, maintenance, and asset management services to companies nationwide. SMS selected Anytime Collect to streamline its credit department which is spread across three states.

“With more than 2,000 customers and over 3,000 invoices monthly, we needed a better way to manage our outstanding receivables,” said Systems Maintenance Controller Steve Defenbaugh. “We selected Anytime Collect because it allows us to centralize all credit and collections information with instant access to current account agings, invoices, and payment history. Additionally we have CRM-like capabilities to document phone calls, email communications, and other related collections activities.”

## Fast Return on Investment

The software was implemented immediately and SMS saw a return on investment right from the start. “Anytime Collect provides our credit managers and collection reps with more information than we’ve ever had before providing the insight we needed to act, instead of react to outstanding accounts. Anytime Collect allows SMS to stay on top of their outstanding accounts receivables more efficiently with less effort with the built in workflow. We’re now able to attach PDF copies of invoices and statements to emails and to create reports and mass-mail documents directly from the system. Anytime Collect helped us shorten the sale-to-cash cycle time – something that’s incredibly important to our organization,” said Defenbaugh.



### Company

Systems Maintenance Services

### Industry

Managed IT Network Services

### Locations

Charlotte, NC

45+ Locations

### System Profile

Anytime Collect Enterprise Edition

4 Credit Users

50 Sales Rep Users

### CHALLENGE

Manage four collectors in three states from a centralized system with management reporting.

### SOLUTION

Anytime Collect Enterprise Edition with 4 credit users and 50 sales rep user licenses.

### RESULTS

Reallocation of 50% of one FTE to other duties. Significant reduction in outstanding A/R and increased cash flow.



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SMS now holds weekly meetings where they review centralized account information to discuss what everyone accomplished the previous week, which accounts should be the focus for the current week, and hand-offs between team members and departments.

"It is very important to have a centralized location for credit and collections information because we are also providing access to Anytime Collect to our 50 sales reps for their assigned accounts. This allows them to see what's going on with their accounts and helps them work with us to resolve disputed invoices related to incorrect contract pricing or other issues." said Defenbaugh.

### Labor Efficiency

SMS experienced significant reductions in labor related to collections within the first six months of using Anytime Collect. SMS has been able to reallocate 50% of one credit manager's time to other activities – something that would have been impossible without the application.

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*Steve Defenbaugh, Controller  
Systems Maintenance*