

# Collexus & CreditCollect

## A leading Australian debt collection agency relies on Collexus's debt collection software - powered by UniData - to improve its operations and service

Collexus creates intelligent debt collection software packed with cutting edge features that enable organisations to run market-leading debt collection operations. The company's clients say that no other software solutions provide the ease of use, flexibility, and intelligent decision making of Collexus. CreditCollect, a flagship Collexus client based in Traralgon, Victoria, is a debt collection agency specialising in effective credit management solutions for small and large organisations. The company is a recognised leader in an industry undergoing a fundamental shift in the way it does business.

Rocket U2 software is used to build advanced tools in hundreds of industries, ranging from travel to manufacturing to logistics. One of the most innovative uses for Rocket's MultiValue database technology is in the debt-collection industry. Not only do organisations need to manage thousands of contacts, but they are required to have all relevant documentation available to meet legal and compliance standards and also to improve their ability to collect outstanding bills. Collexus Pty Ltd, a Melbourne-based software developer, relied on Rocket U2 to build SmartCollector and other products that were created to meet the unique needs of this specialized industry.

### counting on a reliable intelligent debt collection solution

Collexus used several Rocket U2 products to build their new generation of intelligent debt collection software. "This is an industry that has specific needs that require unique solutions rather than generic, off-the-shelf contact and document management tools," says Brent Duxbury, Managing Director of Collexus Pty Ltd. "Our founders have nearly 20 years of experience in this market, and when we founded Collexus we knew we needed the best back-end software on the market. That's why we selected Rocket U2 technology - it just works, and we have the utmost confidence in its flexibility, capabilities and reliability.

"Our clients tell us that no other debt collection software solutions provide the ease of use, flexibility, and intelligent decision making of Collexus, and the results really speak for themselves. We help users achieve higher profitability by increasing file throughput, meaning that they can serve more clients with greater

Collexus Pty Ltd  
Melbourne, Victoria

CreditCollect relies on SmartCollector - a feature-rich debt collection software solution created by Collexus using Rocket U2 software - to manage its operations, automate paper-based processes, and improve its ability to meet the needs of debt collection organisations throughout Australia.



speed and efficiency. Our system is easy to use, which reduces training, software development, and support costs. Our software also protects our users' reputations by minimising errors, and slashes their end-of-month processing time from days to hours. Our solution increases security and compliance by enforcing operator compliance, reduces client and reputational risk, and complies with national, civil procedure legislation and regulations."

Not only do debt-collection organisations need to know the names of debtors, how much they owe, and how to contact them, but they also need to have access to myriad supporting documents instantly. "Rocket U2 has the structure to offer a single technology solution that eliminates the need to store paper documents or waste time accessing archived files," Duxbury says. "For example, our users need to have access to relevant legal files, past correspondence and other critical documentation. Rocket U2 makes this possible by allowing organisations to include all of the necessary information in one place rather than storing them in filing cabinets. It's not only efficient, but also reduces errors and improves our customers' efficiency."

### Collexus' Rocket U2 solution and CreditCollect: a winning partnership.

One of Collexus's leading users is CreditCollect, a Victoria-based debt collection agency. Mark Answerth, Managing Director at CreditCollect, notes that the industry is undergoing a fundamental shift and that new technologies are helping his organization meet its objectives. "We used another solution for several years, but it really didn't offer the flexibility we needed. In 2011 we started talking with Collexus, and their U2-based solution was really the best fit for our growing business. We wanted an innovative new product, and I knew the strength of the Collexus management team, so we started talking with them to see if we could get something written that would offer what we needed. Collexus was the right tool for the job, and after a six-month evaluation we switched over in November 2011. We had input in the development process, and even now we are deeply involved in the product."

Answerth says that Collexus has quickly become the "one-stop" tool for CreditCollect. "It's our main tool. Everything - including letters, banking information and legal actions - is recorded every day. We've automated all of our financial data processing and have automated all of our banking transactions - which used to take six hours and now takes less than one hour with zero errors. We can also attach all documents to one file, which lets us handle far more cases at a time and eliminates manual filing. It makes communications with debtors easier, and it really is beyond our clients' expectations. The ROI is just fantastic for us. It's not an exaggeration to say that Collexus has really allowed us to improve our business and be successful. And the underlying Rocket U2 software is key to making this the right technology for us."

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-- Mark Answerth,  
Managing Director,  
CreditCollect



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