

## **DICE Collaborates with Dragon Payments Systems for Virtual Collection Solutions**

DICE Corporation, a pioneer in the development of Central Station Monitoring Software (CSMS), has collaborated with Dragon Payment Systems of Cadillac, MI. As a systems integrator, Dragon Payment Systems specializes in working with DICE Corporation's Central Station clients to provide flexible pre-collection programs.

There has been a noticeable increase in interest for Alarm Companies to handle all aspects of billing, accounts receivables, customer payment and collections in the most efficient way possible. DICE Corporation and a number of its clients saw these trends years ago and DICE enhanced its CSMS in collaboration with Dragon Payment Systems to bring DICE clients a streamlined approach to handling these functions.

The service involves the use of DICE e-Link web solutions to resolve existing collection issues and A/R. Dragon Payment Systems works with DICE clients to lower account attrition and prevent write-offs in accounts receivable. Other services include resolving declined customer credit cards, disconnected phone numbers, as well as billing and invoice problems.

"We're excited about providing this service with Dragon Payments, their well-trained collection staff work through e-Link, providing you with a perfect virtual office solution in real time," said Mike Simpson, President of DICE Corporation. "They collectively work with our clients existing collection procedures in a professional manner that yields proven results."

DPS President, Daire Rendon, explains: "Unlike a traditional outsourced pre-collection service, we work through the DICE e-Link right in the users A/R module. This allows us to immediately read the current status of an account, add new notes, update resolution status, and payment information, all in real time, directly on their system. In fact we become a "Virtual Staff" extension of the users accounting department. This unique integration allows us to offer a pricing structure that's much more affordable than other outsourced collection options or even hiring an internal collector. The DICE Report features track progress and keep everyone informed 24/7."

Jeffrey Cohen, CFO for Ackerman Security Systems, and long time DICE software user says that "Dragon Payments Systems (DPS) has been an important strategic partner in the area of accounts receivable management and collections". Security companies understand that when customers become past due, it is essential that person to person contact be made in support of past due notices. Furthermore DPS understands that the 'sweet spot' to successfully reaching residential customers is 4 PM to 9 PM in the evenings plus weekends".

"Prior to partnering with DPS our in house collectors had a relatively low success rate in making person to person contact. Our inability to efficiently staff qualified personnel during the "sweet spot" hours was a limiting factor. DPS provided us the solution. Their staff of qualified professionals effectively exploited the "sweet spot", and person to person contact rates soared. They identified customer service issues and helped to save the customer. By working directly through the DICE e-Link, they effectively collected and posted payments via check conversion or credit card on the spot. Their unique relationship with DICE makes all of this possible. We consider this service to be a huge savings in terms of preserving our recurring revenue base."