

**DICE News Archive**  
**Volume 226**

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. Through DICE eLink web solutions Dragon Payment Systems works with DICE clients to lower account attrition and prevent write-offs in accounts receivable.

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's clients a streamlined approach to handling these functions.

"For over one year Dragon Payments Systems (DPS) has been an important strategic partner in the area of accounts receivable management and collections," said Jeffrey Cohen, CFO for Ackerman Security Systems. "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 the "sweet spot" to successfully reaching residential customers is 4 PM to 9 PM in the evenings plus weekends."

Jeff Cohen goes on to say that prior to partnering with DPS their in house collectors had a relatively low success rate in making person to person contact.

"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 eLink, 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."

"We're excited about providing this service with Dragon Payment Systems, their well-trained collection staff work through eLink, 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."

"Unlike a traditional outsourced pre-collection service, we work through the DICE eLink 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, said Daire Rendon, DPS President. "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. DICE's Report features track progress and keep everyone informed 24/7."

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