

Jeffrey Cohen, CFO for Ackerman Security Systems, and long time DICE software user says that “for over a year Dragon Payments Systems (DPS) has been an important strategic partner with Ackerman Security in the area of accounts receivable management and collections. When business or residential accounts become past due, it is essential that person to person contact be made in support of past due notices with escalating language. Furthermore we understood that the “sweet spot” to successfully reach 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 ability to efficiently staff qualified personnel during the “sweet spot” hours was a limiting factor, and 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. Their collectors serve as our virtual collectors, online in real time with DICE e-Link, and by working with real time receivable information they ensure that only past due customers that have not made payment arrangements are called. They are noting the accounts, collecting payments via the DICE “one-time charge” and fully supporting our customer service and operations.

We consider this to be a huge savings in terms of preserving our recurring revenue base.

Jeffrey Cohen, CPA
Chief Financial Officer
Ackerman Security Systems