PROGRAMMED
FOR SUCCESS

When you combine the latest software with world-class call center and collections services, you get an integrated system that removes obstacles and increases satisfaction. And there's only one company that can bring it all together — Account Acumen.

Compatibility Is Key

Instead of relying on existing software as many other companies do, we've developed our own technology — the Account Acumen Proprietary Solution, which works with your current system and directly links with the SAP software platform. This allows for rapid response data exchanges between our software and yours, keeping your employees up to speed for faster resolutions. By investing in this technology, we can produce real-time collections results, which have a positive effect on your cash flow and collections efforts. And by making this solution compatible with your existing system, we avoid fund exchanges so that payments are directly deposited to your account without delay.

ACCOUNT
ACUMEN

High-Tech Customer Care

On top of developing software that can fully-integrate with your current system, we supply cutting-edge call center technology with a human touch. Our system can predict the best times to call your customers and avoid calling during times that didn't work in the past. We also know how important it is that your customers feel valued. After all, no one wants to feel like they're just an account number. That's why we ensure that your customers are always routed back to the same representative who initially called them. By doing this, your customers will speak with someone who's familiar with their account and can establish a rapport to build better relationships. We even use our caller ID function to display their local number and name, so instead of being greeted with, "Can I have your information?" your customers will find a friendly voice that knows them by name.

Securing Every Moment

If security is your primary concern, we've included protocols within our software to keep your information, and that of your customers, safe. If a direct link is not available, we use an FTTP that is managed by a third party who meets the highest levels of security protocol. At every step, we put your safety first so that your customers and your business are always protected.

Tech For Success

If you've been searching for a reliable software program to handle all of your debt collection and customer service needs, our Account Acumen Proprietary Software may be the solution for you. It's unlike any other solution on the market and was specially designed to yield higher contact rates that generate more collections and increase your cash flow.

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