ezyCollect

CUSTOMER CASE STUDY

IQPC

IT Managed Services
Xero

IQPC has been supporting businesses in Perth with superior IT services for 26 years. The company turned to ezyCollect to scale its collection capacity to match the growth in invoicing.

🏔 THE CHALLENGE

The team reporting to **Phil Wainwright**, Director, was losing time and control trying to stay on top of more than 400 invoices each month. Xero reminders were over-communicating with clients who still rang up to find lost invoices and pay their account.

As invoice volumes increased, Phil says:
"The system was breaking down and things were getting missed and forgotten."

🔑 KEY BENEFITS

- Better customer experience
- Major time savings
- AR visibility
- Improved professionalism
- Seamless online payments

💡 SOLUTION

◀ **Succinct Reminders:** Where Xero chases per invoice, ezyCollect communicates about the entire amount overdue, attaches invoice copies, and funnels debtors into a payment portal to complete multiple invoice payments.

◀ **Automated and Tracked:** The workflow tracks itself and records progress. Staff can keep manual notes in-app. Automated statements save time and result in a *"flood of payments."*

◀ **Online payments:** Clients receive a reminder or monthly statement, click a Pay Now button, and enter a personalised payment portal listing every open invoice.

"Our customers have everything they need via their reminders, statement, and payment portal and can self-serve 95 percent of the time. Our team is no longer spending 8 hours a week answering their enquiries," says Phil.

BEFORE	AFTER
Too many invoices to chase	Account-level tracking and monitoring
Low visibility of AR tasks and results	One hub for task management and reports
Time-intensive phone call reminders	Fewer, more efficient phone calls
Clients call up for missing invoice information and to pay with credit card	Clients self-serve from their online customer portal to view, query and pay all invoices
Staff lost hours typing up email reminders	Staff have time to prepare quotes and manage customer service
Customers pay by cheque and staff spend time on banking	Customers pay with credit card via a secure online checkout
Hard to identify which clients need a follow-up phone call	A daily call list is emailed to staff

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