



Collection House Streamlines HR Service Delivery with HEAT®

Collection House Limited started in Brisbane in 1992 as a mercantile agent servicing the Queensland business community. It has grown to become one of the two leading mercantile agencies and the largest consumer agency in Australasia with over 650 trained personnel in 13 Australasian sites.

The company offers a comprehensive receivables management solution for corporate and government clients in all Australian states and territories and throughout New Zealand. Its clients enjoy the benefits of a seamless, end-to-end receivables management service eliminating the need to further outsource.

Services include accounts receivable management, consumer and commercial debt collection, legal services, purchased debt, business information services, credit reporting, corporate credit rating, tenancy database, process serving and field calls and insurance claims management.

Challenge

With over 650 trained personnel across 13 sites in Australia and New Zealand, Collection House faced a challenge in logging and tracking changes within its human resources (HR) department.

As Matthew Thomas, CIO of Collection House, explains, "Until six months ago, the HR department used a combination of email and manual paperwork to log and track internal calls and personnel changes. These processes caused a range of data integrity and speed of delivery issues internally."

Data integrity issues resulted from the lack of integration between similar departmental call logging and task tracking systems.

"If a member of staff changes department, HR needs to lodge a request to update the user's details and permission to access various

parts of the network. In the past, this transfer occurred manually by retyping the information from HR into the IT system, which often led to a double-up of entry requests, hence the data integrity issues," said Thomas.

The manual nature of the system also caused significant task management issues.

"In the case of HR, one of the biggest issues we needed to eliminate was the loss of documentation and delays in receiving paperwork from our 15 sites in Australia and New Zealand," explained Thomas.

"We needed a system that would provide the HR department with a record of an issue or request being logged and then the date that the issue was resolved."

Solution

Collection House chose FrontRange Solutions' HEAT based on the successful implementation of HEAT within the company's Technologies department.

"We initially chose HEAT due to its cost-effectiveness, ease of installation and configurability. We literally wanted a plug and play tool that needed little business process re-engineering to deliver significant financial and process benefits," said Thomas.

HEAT software provides an easy-to-use, full-featured customer service and support solution with a single view of the customer, allowing organisations to reduce labour and systems costs, streamline customer support interactions and improve customer retention.

"The initial implementation of HEAT within the Technologies department had a dramatic effect on the department's processes and task management. There was an immediate improvement in incident

From the creators of award-winning GoldMine® and HEAT® software.





management turnaround times, and the Support Desk earned a fantastic reputation for its serviceability and effectiveness instead of being the last port of call for users with problems. We were then able to produce reports on staff assignments and segment the workload accordingly," explained Thomas.

"Other departments were able to see HEAT in action and determine how best the solution could be applied to resolve their own particular needs," added Thomas.

HR is the fifth department to install HEAT for call logging and task tracking purposes, bringing the total number of licenses used by the organisation to 42.

Results

Since implementing HEAT, Collection House's HR department has achieved significant improvements to its service delivery.

"We have integrated a number of web forms into HEAT, which have streamlined the receipt of paperwork from our 13 business sites," said Thomas.

"The next step will be to add other web forms, such as annual leave, into HEAT and tie the system into employee self service (ESS)."

In addition, HR has eliminated doubling up of inter-departmental requests, restoring data integrity in the system.

"Now, when HR receives a change user request through their HEAT system, they can approve it and have an automatic notification dispatched to the Technologies department to have the Support Desk make the appropriate alterations to the user's details and access permissions. They can also use HEAT to communicate with and escalate calls across to the Accounting Client Care department," explained Thomas.

"HEAT is almost a component in a larger workflow process that is capturing information via web forms and transferring that information on an inter-departmental basis according to the nature of specific tasks and requests.

Conclusion

In addition to rolling out HEAT into other departments, Collection House continues to push additional functionality into the original Technologies system.

"We have now incorporated ITIL processes, project management capabilities and can submit various forms to the Accounting department from within HEAT," claimed Thomas.

Most recently, Collection House has internally developed a scheduling add-on, which allows the Technologies department to check the frequency of incoming tasks – whether recurring weekly or monthly, for example – to provide staff with an ongoing checklist of tasks that need to be completed.

"In addition, we're starting to use online web forms in HEAT for online procurement and service orders such as repairs and office equipment," said Thomas.

"We continue to view HEAT as a work-in-progress with considerable future benefits and potential. It would be unthinkable now for us to be without the HEAT system," he added.

About FrontRange Solutions

FrontRange Solutions is a leading international provider of Service Management and CRM solutions that have been used by more than 130,000 companies and over 1.5 million users worldwide to automate and manage IT projects and customer-facing initiatives.

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