



FIREPROOF RECORDS CENTER

INCREASING ON-TIME CUSTOMER PAYMENTS WITH A CLOUD-BASED AR MANAGEMENT SOLUTION

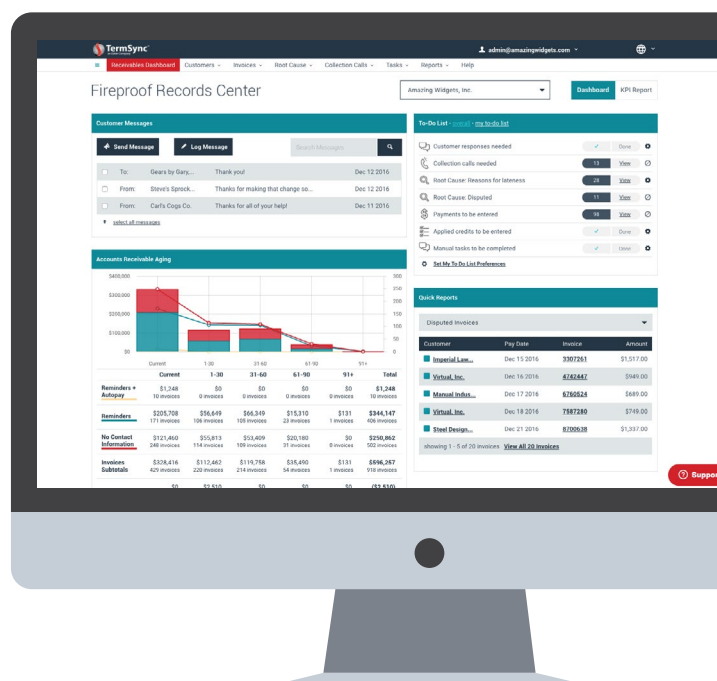
BACKGROUND

Fireproof Records Center is an Ohio-based document imaging and management company and Esker partner. Prior to automating its accounts receivable (AR) operations, the company manually serviced approximately 1,700 accounts with a collection team of two. With the number of accounts rising by 15-20 each month, hiring another staff member to help manage growing invoice volumes seemed inevitable. Incidentally, Fireproof's partnership with Esker was how it got introduced to Esker's TermSync product. Originally planning to promote the platform as an AR solution for its customers, Fireproof quickly realized the potential benefits that the solution could have on its own AR process.

THE SOLUTION

Fireproof implemented Esker's solution to automate the inefficient and manual steps that were prevalent in the company's billing and collections process. Tools like automated payment reminder emails, online payment options, and customizable dashboards containing important metrics on account and employee activity allow AR responsibilities to be completed faster, more strategically, and with far less manual effort.

The solution's easy-to-use interface allows Fireproof to measure and track every action taken during the billing and collections process — providing the company with insight into its performance that can be utilized to improve daily tasks and further process improvement. An online customer portal brings further efficiency to Fireproof's AR process by allowing customers to view and pay their bills online, as well as communicate with the company's collection team.



*"Esker's TermSync product is **extremely intuitive** for day-to-day AR teams. You don't have to change your process to fit the solution. It's **built to work with you**. In less than a month, we were off and running — the **lack of barriers** was greatly appreciated."*

Mark Riggs | CFO

BENEFITS

Since implementing Esker's TermSync product, Fireproof has experienced benefits including:



Increased on-time customer payments thanks to an online portal with payment options.



Improved productivity thanks to fewer manual tasks (e.g., ACH payments are now posted weekly instead of bi-weekly).



Reduced total outstanding AR balance by 5-10%.



Enhanced process visibility with dashboards that can be tailored to each user.



*"Previously, a lot of our time was spent manually sending out payment reminder emails. Now, we spend that time focusing on more **valuable tasks**. It has **saved our accounting department**."*

Mark Riggs | CFO

ABOUT FIREPROOF RECORDS CENTER

Fireproof Records Center helps companies reduce the costs and risks associated with information protection and storage. With five central Ohio operating locations and over 100 years of experience serving its local community, Fireproof's management team has over 90 years of combined expertise in the industry and proven, leading-edge technology to manage your company's most valuable assets.

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