IT Modernization Services

ABSOLUTE PERFORMANCE

ACCOUNTS RECEIVABLE MANAGEMENT (ARM)

Overview

Absolute Performance, Inc. (API) supports and addresses the unique technology challenges of the Accounts Receivable Management (ARM) industry, including a number of Top 100 agencies.

Challenge

With the recent proliferation of regulation, new technologies and the growing need for management and support of critical systems and technology, the ARM industry continues to be challenged with agent productivity, spiraling costs, and revenue growth. Top industry concerns include:

- Interoperability between older and newer technologies
- Rapid proliferation and leverage of new technologies, and skilled staffing to provide support
- Rising attrition rates and a growing knowledge gap of skilled technology professionals
- Increased ransomware and cyber threats
- Difficulty keeping up with never-ending audit and regulatory compliance requirements
- Aging technology and documentation management protocols that are becoming less and less effective at supporting critical processes
- Limited or inadequate backup and disaster recovery protocols

Solution: Extending the IT Investment Runway and Enhancing Competitive Advantage

API has successfully helped ARM agencies solve emerging challenges with technologies that extend their investment runway and enhance competitive advantage. With expertise in a range of technologies—from Finvi (Columbia Ultimate, Ontario), Universe, PICK, and Cache to Windows, Linux, AIX, Avaya, LiveVox, Exchange / O365 and more, API has delivered:

- Comprehensive 24/7 monitoring, management, and support across the entire IT environment
- Full compute processing support including:
  – On premise
  – Third party data center
    - Public cloud—Azure, AWS, and Google
    - API Secure Private Clouds—Production and Disaster Recovery in 2 separate locations
- ITIL-based approach to refreshing and stabilizing processes and documentation through patches, updates, documentation and change control
- Disaster recovery and backup solutions and expertise
- Augmentation of IT audit and compliance requirements for PCI, HIPAA, IRS 1075, and more
- Advanced IT expertise to fill skills gap, minimize the risk of attrition, and provide ad-hoc support

Plus, with the ability to fulfill processing requirements for a flat monthly fee, we have helped countless businesses sharply reduce the need for capital investment.

Results: ROI-based Solutions for Modernization and Competitive Advantage

By partnering with API to address their IT challenges, dozens of ARM agencies have successfully stabilized their environment, positioning them for substantive growth. From proven and economical 24/7 infrastructure management and end user help desk to networking, communications and disaster recovery, API's proven solutions have helped countless customers enhance the value of their technology investment, gain a competitive edge, and achieve sustainable growth through IT excellence.

In addition, rapid advancements in, and adoption of digital communications channels have created significant opportunities in the industry to vastly improve agent productivity and control costs. ARM agencies that have partnered with API quickly gain a competitive and time-to-market advantage with strategies like payment portals, email on demand, quality assurance (QA) management with artificial intelligence (AI), data warehouse solutions with business intelligence (BI) that improves performance visibility, data analytics, workflow automation for letters, file management, and more.

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