

About Contract Callers, Inc.

With roots as a collections agency, Contract Callers, Inc. (CCI), has expanded its offerings to include call center programs and field service projects. Its reputation for safety and quality of field services has resulted in it being awarded several large smart meter deployment projects. CCI believes in tailoring its procedures to its client's goals, objectives and processes rather than providing generic solutions. To help it tailor its own technology solution to support its customers' business models, CCI turns to Plus Consulting.

Client Information:

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Industry:

Utility Field Services

Web Site:

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Solution:

Microsoft Dynamics CRM

Plus Consulting Helps Contract Callers, Inc. Gain A Competitive Advantage

Microsoft Dynamics CRM Provides A Robust Technology Platform

As CCI looked to expand its business opportunities, it found itself at a technological disadvantage. Its customers demanded increased efficiency, real-time data, and validation that CCI's existing systems could not deliver. "To be competitive, we needed to make a large-scale change in our operations," recalls Mike Maguire, director of business development for CCI. "We need to enable our mobile workforce to collect the data, photographs, and GPS coordinates that our clients require."

The goal was to develop a mobile work management system consisting of handheld devices capable of collecting and transmitting data from the field. In addition, CCI needed the back office infrastructure to manage and store the data and make it available for analysis, by the company and its customers.

A Smart Selection

Plus Consulting has served as CCI's outsourced IT department for several years, and their expertise was tapped for this project as well. "We worked with Plus Consulting to flesh out our requirements and detail the customizations we would need to make to the software to meet our objectives," explains Maguire. "They are consummate professionals—real experts in this area."

Plus Consulting recommended Microsoft Dynamics CRM as the technology platform, due to the product's inherent flexibility and its ability to be customized. "We don't use Microsoft Dynamics CRM the way a company would typically use CRM software; our implementation is a whole business operating platform, the basis for our mobile operations," explains Maguire.



Field Proven Solution

As CCI's technicians visit a site, the handheld devices collect the GPS position and time and date stamp the visit. The technician can record the meter reading, enter notes about conditions of the site and the meter, to provide complete documentation of the site visit. When a meter is replaced, the technician scans a barcode on the new meter to record the swap. "Accuracy and efficiency are greatly improved. With electronic data collection, there are fewer hands that touch the data. And with electronic dispatching, we can keep our technicians in the field, assigning them new jobs throughout the day," says Maguire.

"GPS tracking provides real-time location of all field technicians; it serves as a safety measure and audit trail of where our technicians are and where they travel throughout the day," says Maguire. "This functionality allows CCI to optimize our routes, improve productivity, and reduce fuel costs."

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About PLUS Consulting

Plus Consulting provides technology guidance, implementation services, training and support to clients across a broad spectrum of industries, with one goal in mind: results.

Our team of industry experts, project managers, and consulting professionals blend extensive industry and technology experience with the best tools and methodologies to provide superior business solutions that exceed expectations and deliver measurable results to our clients.

Learn more at :

www.plusconsulting.com

Gain The Competitive Edge

CCI initially utilized the solution for a specialized field project. It allowed CCI to manage an integrated process of field visits, appointments, photographs, letters, phone calls, and skip-tracing results. “Our success on this project led to more opportunities for CCI to leverage this integrated approach,” says Maguire. “It is safe to say we would not have won these contracts without the new technology.”

CCI now has a solution that gives it a competitive edge. “It is a scalable system, so we can increase the number of accounts we manage in the system by a factor of 10 without any concern. It also is flexible so we can adapt it to accommodate our customers’ specific needs, helping to ensure compliance with our own and our customers’ business practices,” he explains. “And importantly, our customers really like it—they can access their data which gives our operations a transparency that increases customer satisfaction.”

Ensuring regulatory compliance is essential, and CCI’s solution was designed with that in mind, says Maguire: “Sometimes it is necessary to shut off service for nonpayment and in those cases it’s vital that we have documentation of our collection attempts, whether they are over the phone, in person, and by mail. The system automatical-

ly tracks this information for us, as it occurs. We even can record the telephone calls and save the audio files associated with collection.”

Boost Service Levels

Plus Consulting designed a sophisticated Web portal for CCI that CCI’s customers can access anytime. “We are able to provide our customers with a tremendous amount of detail about the work we do for them,” explains Maguire.

The management team at CCI now has access to comprehensive business intelligence data it can use to improve operations. “We can report on the data we collect in any way we need,” explains Maguire. “We can analyze trends, technician performance, overall productivity, customer compliments or complaints, and much more. Not only is there more data than ever before, it is more reliable, and we have real-time access to it.”

By investing in technology, CCI has transformed its operations and positioned itself for continued success. Maguire credits much of the success to Plus Consulting. “Plus Consulting has a unique ability to see the big picture and execute projects based on it. They are a real partner to us,” he concludes. “We have found a great solution in Microsoft Dynamics CRM and a great partner in Plus Consulting.”



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