

SUCCESS STORY

“ The deployment of Revenue Results enabled the county to be compliant with Senate Bill 1863 and achieve maximum results with our collections efforts. ”

STACEY KEMP
County Clerk, Collin County Court of Law Clerks

State of Texas, Collin County Court of Law Clerks

- Collin County is one of the fastest growing counties in the state of Texas.
- This area of North Texas has an estimated population of 730,000
- Collin County has collected \$3.1 million since the deployment of RevQ's Revenue Results

At-A-Glance

- ✓ Increased collections by 60 percent
- ✓ Collection of full payment timeframe reduced from 34.8 months to 6 months

The Need: Compliance with Senate Bill 1863

Collin County is one of the fastest-growing counties in Texas with a population of more than 730,000. Its Court of Law Office manages collections of court costs, fines, and attorney fees among other payments. The passing of Senate Bill 1863 to implement a court collection improvement program including strict payment terms, compliance monitoring and alternative enforcement tactics prompted the county to make changes to its existing processes and employ best practices to enhance its overall collections efforts.

One of the key areas for change was to replace its homegrown collection database with a centralized system for all collection activities. “We needed the right technology that would help us transition to this next phase,” said Stacey Kemp, county clerk with the Collin County Court of Law Office.

The Solution: Automation and Compliance with RevQ's Revenue Results

Collin County turned to RevQ, a leading software provider and consulting company focused on revenue recovery for the government sector. By April 1, 2007, Collin County had deployed RevQ's Revenue Results software and transitioned six county court activities online.



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Revenue Results is designed to automate many manual and monotonous tasks in the debt collection lifecycle to increase productivity and reduce unnecessary time spent on tracking, management and follow-up. With Revenue Results, Collin County was able to streamline account entry, conduct due diligence tracking of accounts, and automate correspondence, payment plan setup, work list capability and reporting. “Most importantly, Revenue Results provided a module that would help us keep current with reporting standards associated with the Senate Bill 1863. This was extremely important and critical for us,” commented Kemp.

The Results: Collection Timeframe Decreased

“Since the deployment of Revenue Results, we have increased our collections by 60 percent. Collecting the full payment timeframe has been reduced from 34.8 months to 6 months,” according to Kemp.

Kemp and her team credit the progress to increased automation of day-to-day activities. “The workflow capabilities within Revenue Results allow us to automatically send letters at pre-determined intervals based on set conditions without having to go into each

case. The reporting functionality delivers quick and easy access to information such as collection history, transactions and the payment plan for each case,” said Kemp.

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Forty-seven percent of all cases pay the full amount owed within two-weeks. In total, the county has collected \$3.1 million in county fees since deploying the software. “The addition of Revenue Results has made a significant difference in our productivity and outcome. We look forward to achieving ongoing success in the years to come,” said Kemp.

About RevQ

RevQ is part of the Columbia Ultimate family of companies, providing industry leading software and consulting services to improve collections for the public sector. Leveraging innovative collections tools, techniques and technologies, the RevQ staff provides over 120 years of collective government experience and unsurpassed expertise in delivering compliance improvement and revenue results, which are critical to today's Courts, Taxation and other public sector entities.



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