Accounts Receivable Management (ARM)

Established in 1932, KCS has grown to be a Central California leader in the debt collection business.

KINGS CREDIT AND CONNX CASE STUDY

Kings Credit Services (KCS) has over 80 years of experience in the management of past-due Accounts Receivables. This level of experience/knowledge enables them to provide a superior level of service to their clients. Their client base includes over 700 healthcare providers, numerous retail and commercial businesses, and several city and county governments.

Industry
Credit Services

HQ
Hanford , CA

Solution
DB Adapters/CDD

Collecting Benefit from Technology

Kings Credit Services faces stiff competition from other credit companies, both in its product offerings and the technology that supports those products. CONNX, a data access engine developed by CONNX Solutions to streamline access to multiple disparate data sources, is helping the company gain a competitive edge. Although Kings Credit purchased CONNX to improve its synthetic voice/predictive dialer system, Jeff Taylor, the company's IS Manager, quickly found multiple uses for it and has plans for even more.

In its delinquent accounts receivable business, CONNX enables Kings Credit to provide employees with a dynamic system for getting timely information on calls to debtors. "Our synthetic voice/predictive dialer system electronically issues calls to debtors, tries to arrange payments, or transfers calls to a collector," says Taylor. "We wanted information to be immediately accessible. Off-the-shelf solutions upload all information in the morning, then download it at the end of the day, which is hardly dynamic. With CONNX, we can directly map our database and get up-to-the-

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- Jeff Taylor | IS Manager

Highlights

♦ Kings Credit Services improves customer service using CONNX for dynamic data capture.

♦ Company relies on CONNX as an integral part of its synthetic voice/predictive dialer system for bad debt collection and its secure Web-based credit reporting services.

♦ CONNX provides the needed bridge between Windows NT and OpenVMS in Kings Credit's mixed operating system environment.

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About CONNX

CONNX Solutions is a leader in data access, migration, integration, virtualization, and replication. Their solutions enable quick, secure, and scalable SQL access to legacy, non-relational, relational, and cloud data wherever it resides, however it is structured, without any change to your core systems. CONNX is quick and easy to set up and use and offers easy standards-based tools that are accessible, flexible, and scalable.

Since 2001, CONNX solutions have been installed in more than 3,200 organizations worldwide and across a range of industries including government, manufacturing, education, technology, human resources, financial services, and telecommunications. CONNX's solutions unleash the power and value of information, providing organizations the ability to make confident, evidence-based business decisions.

Learn more: www.connx.com

minute information from it," he adds. "Plus, we can put in relevant updates, such as 'reached answering machine,' or 'called five times and the line was busy.'"

He also wanted a system that would track calls that had been made to debtors. "A tracking capability enables our agency to maintain records to comply with federal and state laws in our industry," Taylor explains.

CONNX will play a key role when Kings Credit upgrades from its current voice product on DECtalk equipment to a new AlphaVoice system, which is only available on a Compaq AlphaServer 1000A running Windows NT. "We need to get our RMS data from our existing system running OpenVMS to an NT box. CONNX bridges the gap, enabling us to continue to open our RMS data that resides on the Alpha VMS computer," he says.

In addition to its delinquent accounts receivable business, Kings Credit supplies credit reports to entities like mortgage and tenant companies. CONNX plays a vital role here too, according to Taylor. "CONNX is improving the capabilities of our credit reporting department." he says. "Customers request information using the Internet, receive it back on their computers, and are able to print out the finished product. They like the neatness of being able to work off the Web this way." From his perspective, "CONNX puts us in the forefront because we're able to deliver credit reports online for customers." He is unaware of any other companies currently using this on-line approach.

In addition, the company can keep the credit reporting software in-house, and when IS makes changes, CONNX makes it possible for users to access the upgrades.

Kings Credit has also implemented CONNX with its Web server. "We originally planned to have our Web server on the VAX and write a program to access data," recalls Taylor. "But we realized there shouldn't be a direct connection to the Internet through our VAX because of security. We migrated our Web application to an NT server and CONNX provides access to the information in a secure manner."

In the future, Taylor expects to enhance customer service even more by using CONNX to build off the new voice system's speech recognition capabilities. He also feels there will be other uses for CONNX, noting, "In a Windows dominated world, if you still want to use OpenVMS and keep data on that machine, CONNX lets you meld the OpenVMS and NT systems together."

Taylor first learned about CONNX at DECUS '94 (Digital Equipment Computer Users Society), a biannual trade event focused on DIGITAL / Compaq technologies, where he saw a demo and picked up literature on the product. "At the time I thought, 'This is really interesting,' even though I didn't have an immediate need for it." Years later, when he was looking for ODBC connectivity for his synthetic voice application, he remembered CONNX. "I knew a product like CONNX was what we needed. We tried out a number of other products and realized CONNX was the best solution." Robustness was one of his criteria, but the most important issues were ease of set up and ease of use. "All our existing data was mapped in the CDD," Taylor says. "Because CONNX can import the CDD records, I could map data fields in seconds without programming. Therefore, it was a much quicker implementation than other alternatives. In our business, saving time and development speaks volumes."

When he was researching possible solutions for the voice application, Taylor looked beyond the product. "There are a huge number of ODBC tools," he explains. "I knew CONNX had been around. I like to align myself with companies at the leading edge of their field and that have the services to support their products. So I not only choose a product, I also choose a company based upon its experience in the market."

He is as pleased with the service from SolutionsIQ as he is with CONNX. "They've been very responsive. They get right back to me on any issues I may have. In addition, their technical staff is very well trained — they've promptly solved any challenge I've called them with."

Although it was nearly five years between when Taylor first learned about CONNX and when he actually bought it, he's delighted that he finally did. As he says,

"Once you buy CONNX, you find so many more uses for it. We bought the software for one reason, have used it successfully for all sorts of others, and see still others down the road."