

## Debt Collection / Accounts Recovery Software



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Contact: *Detailed contact information on last page.*

## A New & Innovative Collection System

Starting in 2006, CheetahCollect [CC] started programming an entirely new & innovative web-based debt collection / accounts recovery system. Unlike most other online systems, the CC system was developed with Java™ (Sun Microsystems) rather than an HTML based solution.



*Our Java\* developed system provides a quick and responsive, visually elegant and superior user experience; rather than a slow and cumbersome HTML system like Internet banking.*

*\*We are a Sun Microsystems Advantage Partner.*

We looked at many existing systems before choosing to proceed with development with a collection agency based in North America. CheetahCollect [CC] is owned by QuoteSoftware.com. We entered the business of “collections software” based on a tip that there wasn't any good software in that “business area”; we researched that tip and found it to be true. We also found a number of strong similarities between our quotation systems and the collections business and decided to work with a chosen agency to design and develop a new high-performance, intuitive and easy-to-use system from the ground up. We literally sat side-by-side with the collectors to understand the daily steps that they take in their jobs - to make using the system as efficient as possible. We continue to work closely with the collectors and managers.

We evaluated what management & the agency owners want from a collection system in terms of reporting and outside client access. We looked at the overly-complicated existing systems that require costly support and outside/internal IT consultants for a product that should really be “plug-and-play” (maintenance free). It is not unusual for a collection agency to spend several the times the annual cost of the software on IT support of the software over a single year. We eliminated this!

Although CC is new, we have been in the software business twenty years and know that often software developers program based on what they can most easily deliver and not necessarily on “exactly what the customer needs”. We strived to build a perfect system for the collector and the agency.

To date, our system has been designed for a general commercial collections agency -- through working with a specific collection agency for three years. As we expand and move to larger general release, we are discussing and including the needs of other agencies and considering how they like to work most effectively.

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## Hosted Service

Our system is a hosted service, that means we do just about everything except call the debtor! We manage the system for you. You log into your private system that is running on our server. All data is private and encrypted. It is our job to make sure that the system is always up and running properly for you 24x7 and always secure. Any IT problems - simply call us and we will solve them as part of the service with no extra costs. Your organization can still choose to manage your own CC system on your own server should you want to.



*CheetahCollect.com is owned by QuoteSoftware.com*

## Your Data

Your agency data is stored in a private & separate database on our server, and it may be zipped into a single file and emailed or downloaded to you anytime 24/7. On demand, your entire database is available to you in an easy to read and documented ASCII format. This means that the data is readily and easily transferable to and usable outside the CC system. Should you want to move your data to another system, you are free to do so anytime. And we will be happy to support and assist in any such efforts should that ever be desired. Daily data backups are done. Backups are also emailed to your administration email address on a weekly or otherwise schedule; in addition to being available on demand.

## Easy-to-Use and Intelligent

Each and every screen and dialog box has been thoughtfully designed for efficiency. Throughout the system we have intelligently placed on-screen “helper notes” to help the user better use the system and understand why the system is behaving the way it is.

We have observed over the years many systems that have buttons or menu options that are sometimes disabled/grayed-out or not visible and the user is frustrated as to why. Usually there are good reasons - but the user often doesn't know what those reasons are - thus frustration. With appropriately placed “helper notes” that appear only when needed, we eliminate this problem making a better and more user friendly system. This principle is illustrated and discussed in our literature showing product screen shots. At the same time, it is important that the “helper notes” do not interfere with the ease of use of the system by always being in the way (our system additionally includes a help level setting).

Our system has been put together intelligently in this regard. We have reviewed other systems and found them difficult to self-learn; naturally some are better than others. We strived to make the CC system 100 % intuitive. We have evaluated each screen and asked the critical question: “will the user easily figure out how to do what they want to do”, and we designed the system accordingly.

The CheetahCollect [CC] system covers all aspects in detail of:

- claims (amount, status, etc).
- creditors & debtors (contact info, etc).
- letters; including generation.
- payments & claim accounting.
- claim notes repository (diarization).
- claim documents repository.
- time-call / tickler system & integrated CRM.
- invoicing the creditor for collection services rendered.
- reporting.
- unprecedented integrated help / documentation system.
- user accounts & outside client access.

If you would like more information about our product, then please contact us and tell us a little about your agency. This is for serious inquiries from collection agencies only. Agencies outside North America are very much invited.

*Please email us for references on this project.*



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