



CollectOne Case Study: Lincoln Technical Institute

“Our business is unique and we needed a solution that would give us the flexibility to manage our workflow. CollectOne gives us that solution”

*Brian Griffin
General Manager-Receiveables Division*



Core Business

Career oriented educational and training

Employees

2,400

Receiveables Division

Manages tuition balance deficiencies

Employees

15

The Challenge

Deploying a flexible solution that can be integrated with existing platforms.

Established in 1947, Lincoln Technical Institute is a leading skilled trade institute. With offices in 37 locations worldwide and 2,400 total employees, the company is a dominant industry player. Lincoln Technical Institute provides career education and career placement expertise to skilled workers in today’s fast paced marketplace.

Lincoln Technical Institute realized that increased business growth would equate to increased tuition balance deficiencies and needed to explore a solution to efficiently manage this workload. “We knew it was coming. We had grown significantly and didn’t see that growth slowing anytime soon. Our dilemma was how to manage the workload and we needed an answer quickly for all 37 of our locations worldwide,” says Brian Griffin, General Manager of the Receiveables Division. “Our business is unique and we thought we would struggle finding a commercial, off the shelf solution that could be configured to meet our needs.”

The Solution

Lincoln Technical Institute turned to CDS Software’s CollectOne collection software. Working closely with Lincoln Technical Institute to understand the scope of its business requirements, CDS Software demonstrated how CollectOne’s flexible user interface could be configured to its workflow specifications. Additionally, CDS Software’s Professional Services team worked with Lincoln Technical Institute to develop a custom interface that would seamlessly integrate the exchange of data between CollectOne and its administrative system. “Being able to have a history of all communications with our debtors has been an invaluable tool for us,” says Griffin.

With CollectOne, Lincoln Technical Institute can now efficiently manage its growing portfolio, and seamlessly integrate with its existing platforms.



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"The ability to streamline our processes with CollectOne's automation tools has been an absolute win for us."

*Brian Griffin
General Manager-Receivables Division*

The Results

"I think we were so focused on solving the short term business problem that we didn't realize that our investment in CollectOne would pay the dividend that it has. The ability to streamline our processes with CollectOne's automation tools has been an absolute win for us," says Griffin.

"Growing pains are a great problem to have, but they can be a detriment to business if not managed properly. With our previous system, there was no way we could have managed the debt load we do now. CollectOne ensured that the management of our receivables was not going to be a detriment to our business growth."

About CDS Software: A History of Innovation

The proven leader in collection software solutions, CDS Software has been an innovator in the accounts receivable management industry for over 35 years. Developing the industry's first collection software solution in 1970, it revolutionized the way collection accounts were managed. Its action code driven technology has become an industry standard and has driven the architecture for many of the industry's collection software solutions.

CollectOne

Minimize costs. Maximize results.

Headquartered in Simi Valley, CA, CDS Software is a privately-held company with more than 350 clients worldwide. **For more information, please visit www.collectone.com.**

Corporate Headquarters:

2225 First Street, Suite 102
Simi Valley, CA 93065
888.816.3333