

Case Study — Spectrum Association Management

Spectrum Association Management is a leading association specialist. They offer a full range of professional Association services to office, condominium, and homeowner associations. From property maintenance to project management, neighbor relations to clubhouse scheduling, Spectrum Association Management specializes in overseeing every aspect of association communities.

Opportunity

Each month Spectrum's billing department was being pushed to its limit with billing data and customer calls about their statements. In order to improve the productivity of their staff and to continue the company's growth, Spectrum needed a process that worked with their internal system that would reduce turnaround time and decrease customer calls.

Real Results

BestBill worked with Spectrum to understand their internal processes and how their billing cycle could be improved. Through WebView™, BestBill was able to provide an easy way for Spectrum's staff to upload their data from their internal programs to BestBill and view their statements and inserts within minutes before approving them to be mailed. Prior to working with BestBill, Spectrum's staff could only see the data of their files and not the actual statement. This resulted in a time consuming approval process with a slow turnaround time and many errors. Now, Spectrum's staff can send their data to BestBill to review and approve their statements within minutes instead of 30 days later. As soon as the documents are approved by Spectrum, BestBill sends out the statements the same or next day.

Spectrum's customers are even able to view and pay their statement online, reducing the number of phone calls that their customer service representatives receive.

"BestBill has given us the freedom to allocate people to other tasks, that in turn has saved us time and money," said Spectrum's Director of Client Relations, John Elmore.

The "Emphatic Great"

"Our billing department staff was being pushed to their limits, with BestBill it seems as though a weight has been lifted off of their shoulders. A dreaded lifecycle process has been streamlined along with our internal processes thanks to BestBill."

— John Elmore,
Director of Client Relations,
Spectrum Association Management