

## Case Study — Associated Asset Management

As one of the Southwest's most respected association management firms, AAM employs 225 people and manages more than 370 community associations throughout Arizona and New Mexico. AAM is dedicated to delivering total peace of mind to the boards of directors and communities that it manages.

### Opportunity

AAM found that their current process for sending out statements was not working for a company of their size. They had numerous staff working over several weeks just to get one batch of statements out to their homeowners. Not only did AAM's current billing process take a significant amount of their staff's time, but because they were only able to review the data and not the actual statements that were to be sent out, a second batch of statements would have to be sent in order to correct the errors from the first batch. This was eating up much of their internal staff's time, creating a longer A/R turnaround time and costing AAM more money.

### The "Emphatic Great"

"BestBill has the capacity to handle our volumes. Their ability to get out all of our invoices at one time and correctly the first time is tremendous."

— Kevin DeBolske,  
Chief Financial Officer,  
Associated Asset Management

### Real Results

BestBill was able to work with AAM to find a customized solution for their challenges. AAM wanted the ability to review their statements before they were sent out in order to prevent the extra time and money it took to correct errors. Using the BestBill WebView™ permission based service, AAM now has access to all of their billing documents in PDF format. All their staff has to do is upload the data, and within minutes the PDF's are available for review and approval. Once approval is received, BestBill sends out AAM's statements that same day or the next.

"The turnaround time is very quick, we drop the files and the statements are mailed out to the homeowners, that day or the next. It's very fast," said Kevin DeBolske, Chief Executive Officer, AAM.

DeBolske says that having BestBill and the WebView™ service has saved AAM time and money. "BestBill's service has improved our bottom line immensely. Our homeowners get their statements more quickly so now they have more time to pay and many of our staff have been freed up to do other things around the office, saving us money, which is a good thing."