

HOW ONE AGENCY GREW 18% DURING A PANDEMIC



With the help of Arbeit's TCPA compliant outbound solution, broadcast dialer, and VoIP phone system, Enhanced Recovery Services experienced unprecedented growth in 2020.

Enhanced Recovery Services is a collections agency with 11 employees that has been in business for over 9 years.



AT THE BEGINNING OF THE PANDEMIC, ERS PROJECTED A

45%

LOSS OF REVENUE

When faced with the pandemic in March 2020, CEO and Founder Charles Gilley originally projected a 45% loss of revenue.

He knew that he had to turn things around, and that meant accomplishing more with fewer resources.

In Spring of 2020, the office was set up on Arbeit's VoIP phone system, Voice, and making calls manually. This proved to be unsustainable for the type of growth the agency needed to thrive.

"Besides the typical pitfalls of dialing manually, we were unable to track our stats and see how productive our agents really were."

Then, they found Arbeit Click and Arbeit Dialer.

Because Charles was already a customer, he decided to look into how Arbeit Click and Arbeit Dialer could help his team be more productive and get some insight into the performance of his team. But, that doesn't mean he didn't look into competitors as well.

Charles and the Enhanced Recovery Services team vetted multiple products, but ultimately decided to work with Arbeit due to the **customer service, industry expertise, and product reliability.**

“ **Everyone at Arbeit knows my name. I absolutely love that.** ”

Charles and his team turned a **45% loss into 18% growth.**

When Charles began utilizing Arbeit's TCPA compliant outbound solution and our broadcast dialer, his collectors were so excited about the opportunity they had to make more money than ever before. And, he was able to look deeper into his **liquidation rates, efficiency rates, the number of disconnects and, his number one metric: talk time.**

The ability to grow is in your hands, and Arbeit can help. Charles and his team turned a 45% loss into 18% growth, and we're so proud to have been a part of that growth. **Ready to kickstart your growth?** Give us a call at 844-444-4401.

