

User Case Study

How Kolleno helped Avery Law manage and recover overdue bills

averylaw



✓ **Company:** Avery Law

» **Industry:** Legal Services

📁 **Headquarters:** London, UK

📄 **Kolleno Services:** SaaS Solution

Avery Law is a boutique law firm with modern practice at the heart of the United Kingdom's capital. In the ever-changing legal marketplace, aim to re-invent the way for producing expert, value-driven advice with grasps a tech-driven model for services. It assists businesses in the management of day-to-day challenges, long-term planning, opportunity seizing, and personalised legal solutions.

Challenges

Some of the company challenges included:

- ✓ **Too much time spent on credit control**
Before Kolleno solution, Avery Law was spending too much time on the credit control process, which led to a waste of the scarcest resource – time.
- ✓ **Unresponsive clients with overdue invoices**
Some of Avery Law clients were unresponsive and the team had difficulties with collecting the 91+ days overdue payments
- ✓ **Higher volume of arriving invoices**
As Avery Law business grew and sales increased, it meant higher volumes of new invoices that were hard to deal with manually.

Kolleno Solution

We helped Avery Law to solve the challenges by:

- ✓ **Credit control automation and team support**
Kolleno Platform automates manual processes and works as an invisible member of the team, allowing Avery Law to focus on high-value-added activities instead.
- ✓ **Personalised chasing increased client engagement**
High personalization of content ranging from email to SMS and telephone calls, improved clients' response rate, facilitated positive relationship and recovered overdue payments.
- ✓ **Efficient Invoice Management System**
Kolleno Collections dashboard serves as a centralised hub to manage all the arriving invoicing and enables Avery Law to keep up with its growth in Accounts Receivables.

Results



Faster collections



Increase in payments recovery



Centralised hub for invoice management



Invoice management support



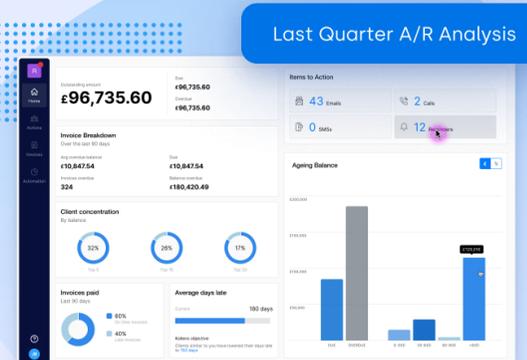
Positive Client Relationship

“Kolleno helped us to improve cash flows by automating our receivables processes and providing with a clear “to do” lists and reminders to make sure that we never miss an invoice. The newest feature of open banking also allows to process any payments instantly. What we loved about Kolleno is its simple integration with Clio and the ease of payments to our clients via open banking.”

David Turney
Partner, Avery Law



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