

User Case Study

How Kolleno helped Adam Law Group manage and recover overdue bills



Company: Adam Law Group

Industry: Legal Services

Headquarters: Jacksonville FL, US

Kolleno Services: SaaS Solution

Adam Law Group is a law firm from Jacksonville, United States. It offers business attorney service that focuses on legal practice areas of real estate, business law and bankruptcy cases. It stands out because of its skilful team and top-notch expertise for its clients, building an outstanding track record of services.

Challenges

Some of the company challenges included:

- ✓ **Too much time spent on credit control**  
Before Kolleno solution, Adam Law Group 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 Adam Law Group clients were unresponsive and the team had difficulties with collecting the 91+ days overdue payments
- ✓ **Higher volume of arriving invoices**  
As Adam Law Group business grew and sales increased, it meant higher volumes of new invoices that were hard to deal with manually.

Kolleno Solution

We helped Adam Law Group 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 Adam Law Group 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 Adam Law Group 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

“With Kolleno, we were able to make our monthly collection cycle more efficient. We now recover our outstanding accounts receivables faster. Kolleno centralised all our communication and invoices in one place. The platform automated all our manual tasks, and with the communication templates provided, we didn’t have to spend hours drafting emails and chasing debtors anymore. ”

Thomas Adam  
Partner, Adam Law Group



SIGN UP FOR A DEMO