

User Case Study

How Kolleno helped MGA Law manage and recover overdue bills



✓ **Company:** Masur Griffiths Avidor

» **Industry:** Legal Services

📁 **Headquarters:** New York, US

📄 **Kolleno Services:** SaaS solution

Masur Griffiths Avidor LLP is a boutique law firm from New York for companies in the technology sector. They offer advisory services on corporate, intellectual property, tech transactions, venture capital and mergers and acquisitions for growth-stage companies. They support the direction of technological business development for clients in the fields of digital currency, esports, media and music technologies.

Challenges

Some of the company challenges included:

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

Kolleno Solution

We helped MGA 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 MGA 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 MGA 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

“As a law firm, our priority is always to deliver the best results to our clients. When it comes to invoicing and collecting payments, we want to make sure that the process runs seamlessly. Kolleno’s platform provides a clear and simple way for clients to make payments through the digital payments portal. With Kolleno, we can recover outstanding accounts receivables faster while maintaining great client relations”

Juan Brea
COO, Masur Griffiths Avidor LLP



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