



The Intelitech Review



3rd Quarter

September

Upcoming Shows

Art of Success

October 2008

Portland, OR

Tech '08

November 2008

Orlando, FL

Upcoming Events

Consultation Sessions

We invite all who would be interested in a one-on-one consultation session to RSVP to client_care@intelitechgroup.com to set up a time.

Available Days

September
15th-19th, 22nd-26th*

These sessions are designed to take an in depth look at and analyze a specific organization's current position and how particular tools can be used for improvement.

**If one of the available days does not work for your organization, please contact our office to set up a separate appointment.*

Presenting the Performance Dashboard A GPS for the Collections Industry

We have had an exciting summer here at Intelitech and have been working hard to bring you the latest resources and technology needed in order to make your collection efforts the most efficient they can be.

To illustrate the following point, I would like to take a jog through memory lane and make reference to lessons we can still learn from today.

In the well known Disney film, *Alice in Wonderland*, there is a point when Alice, after having been hopelessly wandering through her dream land, finally discovers a path.

Her excitement is obvious as she quickly paces along the path—almost certain that it will lead her home.

However, before too long, Alice is met by an interesting creature that is erasing the trail before her. Her newly found pathway, which was supposed to lead her to her desired location, is now lost.

All too commonly within the collections industry, we get into a regular routine convinced that that routine will lead us to our desired results. But, as many of us have seen, regular adjustments need to be made to routine collections and procedure in order for our efforts to be efficient.

Sometimes finding that new

direction or pathway can be difficult to do and would be easier if we could more clearly see our current position.

Alice blindly followed the pathway before her with no real indication of where she was or where the path would lead her.

In a time of electronic maps and voice automated navigation systems, I look at Alice's situation and think of how advantageous it would have been had she had some sort of GPS, map, or even a compass to let her know where she was. (Although the movie would have been much shorter and probably wouldn't have done so well).

Within the collections arena, we are constantly bombarded with all forms of information. Being able to quickly identify key indicators to be able to easily see how they can be improved or corrected is crucial to running collection operations efficiently.

Presenting the Performance Dashboard

The Performance Dashboard is the latest addition to the Acumen! suite of collection tools and is designed to improve efficiencies by making key business indicators visible and easy to work with.

The Dashboard breaks down information on multiple key areas including dollars placed,



Performance Dashboard



- Gauge Key Performance Indicators based on best practices
- Integrated for seamless collection of data
- Easy and intuitive way to monitor your collections activities

total gross collected, and accounts placed.

This information can be displayed and divided up by business class, client group, medal strategy, collector, or desk.

Being able to quickly and easily access this information can help improve decision making and save time for collection managers and supervisors, executive teams, sales personnel, and all other managers who play a part in the decision-making process.

Time can now be more efficiently spent as less time will be needed on analysis and more time can be spent on action and moving forward.

The Performance Dashboard will aid collection organizations in ensuring you can easily see your current trends in order to determine which routines and procedures need to be modified to help ensure that the pathway before you will lead you to your actual goal.

Art of Success Acumen! Reporting Training Session

What: For new and seasoned Acumen! users alike, this 3-hour power session will provide a quick learning cycle for the new user and in depth coverage in detailed reporting for our advanced users. Create report templates and drill into your collection data through the efficiencies of Business Objects and bring your ideas for new

reporting/dashboarding options during this interactive class.

When: Monday, October 6th 2008 (Day prior to the start of *Art of Success*)

Time: 1:00 pm PST-4:00 pm PST

Who Should Attend: Acumen! users looking to expand Business

Objects capabilities or agencies interested in the power of reporting through Acumen!.

Required: Pre-registration is required to attend the training. The deadline for registration is *Friday, September 26th 2008*. Register at _____



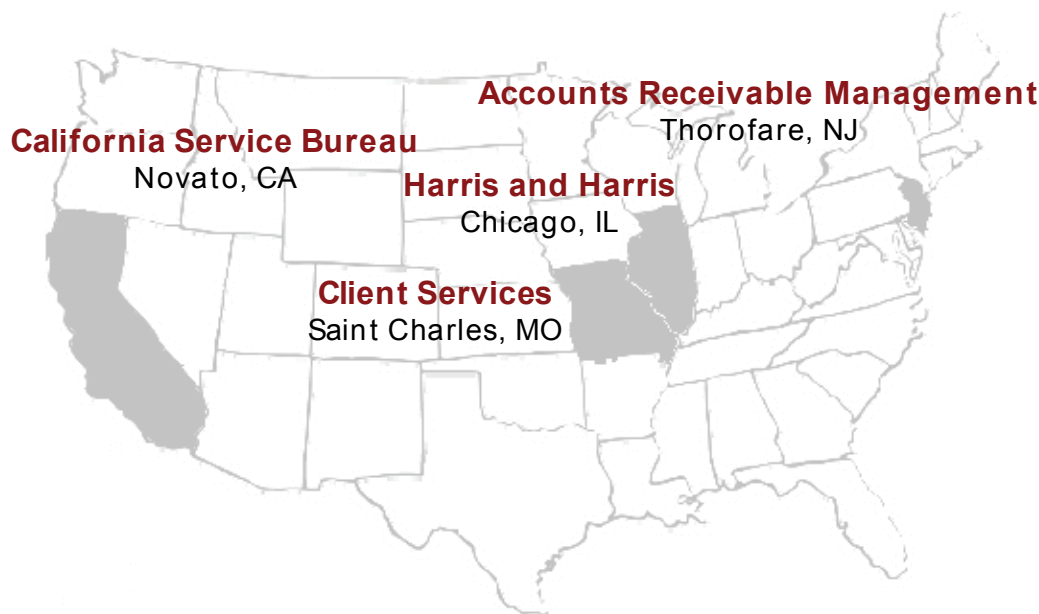
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Welcome New Clients!



Helpful Hint Acumen! Reporting: Creating a Variable

Bryan Hawkins, Business Analyst

The reporting feature of Acumen! comes equipped with several already-made charts and reports; however, users also have the capability to make modifications or to design completely new custom (ad-hoc) reports.

The ability to modify and create new reports helps organizations to be able to ensure that they are receiving the reports they want and also that these reports are positioned how they want them.

One key element of changing or creating new reports is constructing new variables that are useful to a user's organization. New variables (or objects) help an organization minimize time by storing formulas that can be re-used throughout the report. (i.e. Creating future reports can be quicker.)

Here is how it works:

First, click on the **Variable Editor** button on the right side of the **Show/Hide Formula Toolbar** button in the upper left hand

corner of the screen.

Then enter the name you would like to use for the variable in the **Name** textbox. Any name can be used to help make sure that the variables created are easy to understand and remember.

After choosing a name, select **Measure** from the **Qualification** drop down list and enter your formula in the text box. To finish, click on the **OK** button. Your new variable has now been created and can be used in your report building. Good luck!

Win
a \$50 Gift
Card to

Amazon.com

Question:

What year
was ACA
International es-
tablished?

Everyone who emails the correct answer to client_care@intelitechgroup.com within 24 hours will be entered into a drawing