

Gulf Coast Collection Bureau

The Challenge

Using a wide variety of collections tools, Florida-based Gulf Coast Collection Bureau (GCCB) explores every avenue of recovery for their clients. Advanced skip tracing tools and tactics help them find and communicate with the debtors they are hired to collect from.

There were no tools, however, for managing the mountains of paper associated with their growing numbers of clients and debtors. "We were scanning everything," said GCCB vice president Jack Brown. "We just didn't have a way to organize the information. Proper cataloging of the documents seemed to be our biggest weakness."

That's when Brown heard about eBridge.

The Solution

Since GCCB had been scanning for years and storing the scanned files on their internal servers, it was easy to transition that investment and effort into eBridge's online document management system.

And the staff couldn't be happier. With GCCB's old files uploaded, employees could begin effectively using the system right away.

"Our staff has been very receptive to working with eBridge," Brown said. "While it's easy to use, we send all new employees through eBridge's free retraining classes."

The Result

Better organization, fewer file cabinets and improved customer service have all been benefits GCCB has realized by using eBridge.

Gulf Coast Collection Bureau Inc.

Background: Sarasota, FL-based collection agency
Established in 1978
Retail, health care and government focus

Challenges: Organizing paper and electronic debtor files

Result: Increased access to documents
Improved file organization
Improved record retention
Cost savings in office space, postage, storage space



But, Brown's favorite feature doesn't benefit just GCCB.

"I love being able to provide very old data to clients who haven't retained records as well as we have," he explained. "Our documentation efforts have provided the support needed to substantiate and collect old debt."

eBridge has also saved GCCB a good deal of money in office supplies, postage and storage space. And, even though living in Florida can be wonderful, the threat of hurricanes and flooding always exists. With eBridge, GCCB now has a built-in disaster-recovery plan that keeps documents online even in the event of a disaster.

"I like the fact that eBridge has a redundant, off-site data storage center," Jack added. "It makes me feel even better about my decision to start scanning documents many, many years ago."

When asked what sets eBridge apart from other document management companies, Jack said it better than anyone else has so far: "We enjoy using eBridge because it works, meaning it is a part of our business that just runs without any issues."

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.