

SUCCESS STORY

“Revenue Results software has helped us streamline our processes, hold defendants accountable, and consistently surpass our collections objectives.”

MARYANNE MORSE, Clerk of Court, Seminole County, Florida

Seminole County Clerk of Courts

- Seminole County is situated in central Florida and is home to more than 425,000 residents.
- The Seminole County Clerk of Courts manages the collection of fees and payments for approximately 13,000 misdemeanor and 6,000 felony cases a year.

Challenge: Limited Automation and Growing Volumes

A proprietary debt collection system implemented at the County Clerk of Courts office was no longer meeting the needs of the office and was ill-equipped to handle the growing volume of accounts. Generating a single report took anywhere from two to four hours and the majority of the work was manually keyed into the system, which provided limited automation. Because the County Clerk of Courts office is self funded, it is imperative for the office to recover the maximum amount possible to hit its revenue goals. Clerk of the Circuit Court Maryanne Morse spearheaded the initiative to replace the outdated system with a solution that would equip the office staff with the latest tools and technology to help boost overall revenue recovery efforts.

Solution: RevQ's Revenue Results Increases Productivity

Seminole County Clerk of Courts selected RevQ's Revenue Results software and implemented the solution in October 2007. Developed exclusively for courts, taxation and other government entities, Revenue Results automates the many manual tasks in the debt collection lifecycle to increase productivity on tracking, management and follow-up of debtors. The County Clerk of Courts office is now able to automate correspondence and streamline account entry as well as the tracking and assigning of accounts. Furthermore, the staff can now import data directly from its criminal system right into Revenue Results without having to manually type the information.



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Results: Handling Higher Volumes and Exceeding Goals

- ✓ Reports can now be generated in 10 minutes versus two to four hours with the old system.
- ✓ The County Clerk's office has collected approximately \$600,000 out of the total goal of \$700,000 a year on misdemeanor cases.
- ✓ The office has consistently exceeded monthly revenue targets and its eight-person collection team will continue to manage the same or higher volume of accounts.
- ✓ With cases now being input automatically, much more staff time can now be spent on correspondence, contacting and focused collections activities.
- ✓ The judges have access to better information regarding sentencing reviews, defendant contacts and historical collection information.



About RevQ

RevQ is part of the Columbia Ultimate family of companies, providing industry leading software and consulting services to improve collections for the public sector. Leveraging innovative collections tools, techniques and technologies, RevQ provides extensive government experience and unsurpassed expertise in delivering compliance improvement and revenue results, which are critical to today's Courts, Taxation and other public sector entities.