



Espresso Connect

Marrickville, NSW

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COFFEE MACHINE
SALES AND SERVICE



Challenge

Espresso Connect were struggling with their very manual process of chasing payments for overdue invoices.

- Lack of staff who struggled to find the time to call all overdue accounts.
- Wasting time making repeat phone calls to customers who were never in the office or purposely avoided their phone calls.
- Business cash flow stress as there was lack of funds to pay our own suppliers.

"When we first heard about ezyCollect and their product we just had to have it!"

Solution

ezyCollect was synced with Espresso Connect's current invoicing application without any need for manual data entry.

Personalised email templates were created and call reminders were scheduled.

The system allowed Espresso Connect to concentrate on their larger receivable accounts and build a relationship with their accounts department.

"I now love seeing our bank account, in particular after 30 days with a stream of credits from our customers!"

Results

- ✓ ezyCollect improved Espresso Connect's cash flow significantly
- ✓ The implementation saved Espresso Connect money in labour time required to chase payments and issue statements
- ✓ Espresso Connect were able to clean up some old accounts that their staff just didn't get time to chase
- ✓ Positive impact on Espresso Connect's balance sheet

