



I.C. System, Inc.

Company Profile

I.C. System, accounts receivable experts since 1938, is a family and women-owned collection agency that provides receivables management services for hard working American businesses. The company is headquartered in St. Paul, Minnesota with branch office locations in Fargo, North Dakota and La Crosse, Wisconsin. I.C. System is endorsed by nearly 500 professional associations and societies.

The Challenge

I.C. System needed to find a contact center solutions provider that could help them deploy and maintain their expansive array of collections and business process outsourcing services. I.C. System also required a partner who could adequately support the extensive hardware and software tools necessary to service a wide variety of clientele. Since I.C. System routinely serves as a collection agency for large credit card companies, Healthcare providers, telecommunications companies, government entities and major U.S.-based utilities providers as well as neighborhood small businesses, it was critical that their call center solutions provider brought a wide breadth of knowledge and expertise.

"We are a fairly complex organization. Our clients and our regulators require things such as area code time-slotting, cell phone restrictions and intricate dialer setups. Demarcc has helped us deal with these challenges along the way."

- Kerry Henderson, I.C. System C.T.O.

Solution

Demarcc worked closely with I.C. System to find the right dialer, hardware and software solutions for their large, multi-location call center business. Demarcc went above and beyond a typical client/vendor relationship by brokering some long product development relationships between I.C. System and some major Call Center technology companies. Together the parties collaborated to refine products and service offerings based upon real-world applications and lessons learned. The resulting efficiencies have contributed to some noticeable product enhancements.

For I.C. System, building upon their seventy-five years in the collections industry, the decision to go with Demarcc has resulted in nearly ten years of industry-leading performance in the accounts receivables management realm.

The "always on" nature of the call center world makes it important to find a partner like Demarcc that is staffed to handle almost any emergency. "We can't handle downtime.

You're losing revenue that you can never gain back. Productivity is the name of the game and Demarcc has kept us online and operational year after year," said Deb Burdick, I.T. Specialist at I.C. System.

"Expertise is critical for us. Demarcc knows these systems - inside and out. I'd put them up against anyone - even the folks who designed the systems and I think Demarcc will win out!"

- Kerry Henderson, I.C. System C.T.O.

Tangible Results

"Demarc has helped us maintain a position as an established leader in our industry. They help us maintain a superior uptime level. They welcome the opportunity to help with all system enhancements and do bring new options to us to explore. Their involvement and support has helped make us a clear leader in the industry and valued partner for our clients."

- Kerry Henderson, I.C. System C.T.O.

"They have handled pretty much everything we've thrown at them; upgrades, expansions, custom builds, line conversions, even experiments in new technology – and they've never even flinched," said Deb Burdick, I.C. System, Information Technology Specialist.

About Demarcc Solutions

Demarcc Solutions, contact center solutions experts, provide personalized one-stop customer service with the support of state-of-the-art technology via multiple contact channels including voice, fax and internet. Managed by a team of industry renowned leaders and executed by a group of professionals, Demarcc Solutions provides the best combination of people, process and technology in assisting partners to deliver for their clients.

Headquartered in Mississauga, Ontario, Demarcc Solutions offers customers the latest market technology, customized competitive services and industry best-practices that are customer focused and quality conscious. They believe in the power of communication-reaching people on a personal level to build relationships of trust, value and quality.