



Forest Recovery Services Finds Invaluable Industry Partner in Roydan

At Roydan Enterprises, we work with debt collection agencies of varying sizes and software requirements. Sometimes we are asked to come in and fill a specific need, while other times we become their entire software solution. It is what we pride ourselves on – going the extra mile for our customers and meeting their unique needs.

Flexible Solutions

The Roydan relationship with Forest Recovery Services began in 2006. According to agency President, John Berquist, “We had a very specific client need in how accounts were viewed. We had been using a very simplistic system along with an Excel spreadsheet, but we knew in order to grow, we had to look into other options.” That need led Berquist to start contacting debt collection software providers in an effort to find a solution that would help him provide the best possible service for his clients. “I loved that Roydan gave me the ability to license just what I needed. I was just starting out on my own and didn’t have a huge budget. In addition, I found that the Bloodhound system had amazing functionality and flexibility. It was exactly what we needed.”

Since 2006, Berquist’s practice has continued to grow as he acquires additional debt collection agencies and brings them into his practice. This growth requires the ability to integrate different functionalities into one logical platform. “The Roydan staff has been indispensable in allowing us to integrate with other functionality. They have made new client acquisitions easier. Their ClientConnect functionality is part of our new business development presentation. It has actually been the reason we have picked up some of our new clients. That is huge for us as we continue to grow.”

Personalized Support

In addition to having the necessary functionality, Roydan also offers Berquist the necessary training and support. “In addition to Roydan, I did my due diligence and looked at other software providers. The other companies just couldn’t give us the flexibility we needed. While

“Small agencies such as ours often have unique software requirements. Roydan and Bloodhound filled that need for Forest Recovery Services. They started out as our software supplier and became an invaluable industry partner.”

*– John Berquist
President*



Roydan offers one-on-one training over the phone and in-person, other providers wanted me to fly to their location for training. As a small business owner, I just don't have that kind of time."

That support has become the cornerstone of the relationship Forest Recovery Services holds with the Roydan team. It is part of the customer-centric focus that Roydan prides itself on. We make it our job to not only provide the software functionality that the customer requires, but we also get to know them and their business. "They know me and they know my staff by name. When I call, I talk to a real person, from their customer support staff right up to the Roydan President, Dan Hornung. This is often not the case with other companies. It is difficult to get a live person, let alone the president of the company."

Not only does Berquist receive this kind of attention from Roydan, but every member of his debt collection team is treated with the same level of service and support. "They know me and my company's needs, but they also take the time to really get to know my team members – they know them as people, not just a person who works for me." For an agency such as Berquist's where many of the employees work remotely, this is crucial. "If my employees have an issue, they can call the Roydan support team and talk directly to a live person who knows them by name. Customer support is able to address the specific needs of that collector and ensure that their remote location is operating correctly and efficiently. This saves us downtime and keeps us profitable."

More Than Just Software

The training offered by Roydan extends beyond just getting to know the software functionality; they also offer integrated tools such as the Eterna testing system which allows our customers to stay on track with regard to compliance concerns. "There are a lot of rules and regulations in health care collections, from HIPAA laws to TCPA mandates. These added functionalities in Roydan's Bloodhound system ensure that our collectors remain up-to-date on the latest rulings. This is invaluable to a small agency."

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In the end, the relationship between Roydan and Forest Recovery Services is about making sure that the customer has what they need to be successful. This might mean providing software functionality that helps close the deal, or offering training and maintenance programs that go above and beyond in ensuring that the customer feels supported. At the end of the day, our goal at Roydan is to provide our customers the software functionality they need to run their business well. “There has never been a time that I have talked to Dan [Hornung] that I haven’t walked away with something valuable for my business. In the end, that is what makes the relationship we have with Roydan such an important part of our business.”

About ROYDAN Enterprises Ltd.

Roydan was founded to help collection agencies grow, making their jobs easier, improving productivity, and increasing overall profitability. While they continue to stay ahead of the curve as new technology evolves, the most important advances have come through understanding the customers’ wants and needs. They leverage that insight with technology to discover new ways to streamline collection functions and improve accountability. Visit roydan.com for more information.

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