



## PROGRAM MANAGEMENT: BUILT FOR SUCCESS

### PROGRAM MANAGEMENT ADVANTAGES:

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- ▶ Response time
- ▶ Change management
- ▶ Information exchanges
- ▶ Review cycles
- ▶ Anticipation planning

### FINANCIAL STRENGTH AND STABILITY:

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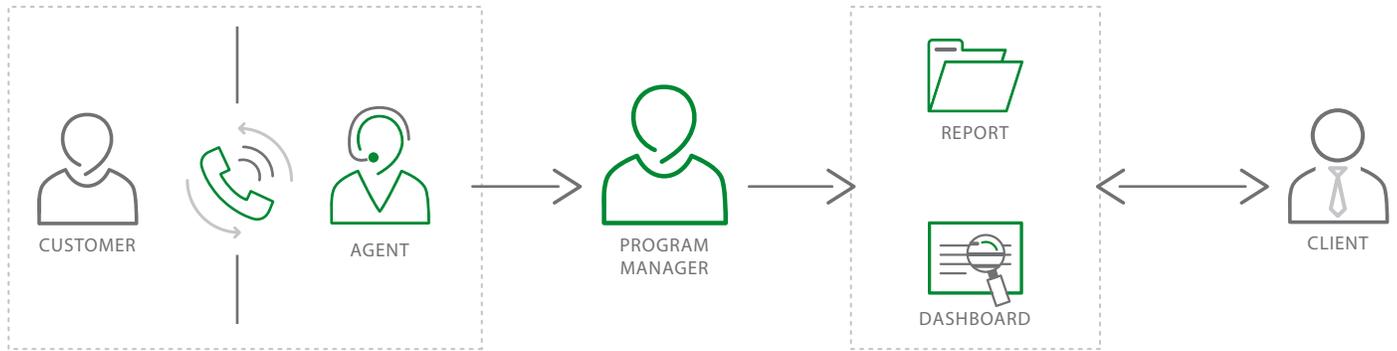
- ▶ 40-year-old parent company (Trellis Company) with roughly \$8B portfolio under management
- ▶ 200,000-square-foot company-owned facility
- ▶ Experience in auto, healthcare, telecom, education, government, and utilities

### Program Management — A Hidden KPI

ARM program management can be either a source of hidden cost or of hidden savings — though it often doesn't garner the same level of scrutiny as other metrics in accounts receivable management. How smoothly and efficiently things run behind the scenes can play as important a role in success as front-line performance in revenue, compliance, and customer relationship management. With margins thinning, competition increasing, and compliance requirements continuing to evolve, a growing number of companies are taking a closer look at program management as a way to improve ARM performance.

### A Better Way

Waypoint Resource Group places special emphasis on program management. Our approach is built on the experience of our executives and staff, many of whom have managed highly successful programs not only as outsourcing partners but as clients. We make an upfront investment in program management planning to identify key areas where Waypoint can provide added value behind the scenes for each client.



### Communication is Key

Waypoint dedicates program managers to client accounts to ensure continuity of knowledge and communication. In addition to sharing a full dashboard detailing performance results and KPI measurements, these program managers interact regularly with client points of contact to discuss results, share ideas, or solve challenges.

### Programs Staffed for Success

Waypoint program managers serve as client advocates. Our managers are industry veterans who've worked in revenue recovery for many years. In addition to performance-based KPIs, they are also measured on a range of client satisfaction indicators. They know which processes and practices enhance client success, and what pitfalls to avoid. They're always thinking two or three steps ahead to anticipate and avoid potential problems. And they are agile and nimble enough to quickly make changes that lead to better client outcomes.

### More Than a Partner — An Extension of Your Business

A key focus of Waypoint's upfront investment in program management planning is understanding more about client processes and timelines. This allows us to tailor interactions, timing, and available resources. We work to anticipate and respond quickly to requests, whether they are for changes in reports or data feed formats or rolling out a new review process. When clients need to move ahead quickly, we're right there with them. We know that the faster changes are implemented, the faster programs generate improved results.

Meanwhile, our agents engage in empathetic customer relationship management and take a collaborative approach to problem-solving, which safeguards your brand's reputation. We nurture your customers just as carefully as you would, to maintain positive relationships. The result is that we become an extension of your business, fostering better recovery, stronger brand loyalty, and continuing long-term business.

**CONNECT WITH  
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*Better Program Management with Waypoint.*

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