

Customer Success Story

Transforming Accounts Receivable with First-Party Collections

Digilearning provides educational opportunities to underserved populations through its online learning platforms SpotED and Future Courses, with digital courses that provide meaningful career credentials outside of traditional education pathways.

- For Digilearning Australia, managing outstanding payments is essential to both their revenue stream and their mission. Students must complete any payment plans before receiving their certificate of attainment, and relying on third-party collections agencies to handle these complexities was costly for everyone involved.
- Consolidating their payments system and collections process with Chargent brings payment processing, accounts receivable, and customer data together in one powerful application on the Salesforce platform.
- Chargent Automated Collections helped Digilearning bring their collections in-house, including an initial migration of past-due accounts into their automated process. Flexible, tailored messaging helps them manage a wide range of payment plan options and better communicate with their students.
- The impact on their revenue stream was immediate, generating 5x ROI on their initial investment - a metric they expect to grow as their automated collections process scales with their business.

80%
reduction in spending on
third-party collections

5x
ROI on Automated
Collections

Customer:



Industry:

Education

Salesforce Customer 360

