

ROCK SOLID TECHNOLOGY SOLUTIONS ELIMINATED CLIENTS EXCUSES FOR UNPAID INVOICES

ABOUT ROCK SOLID TECHNOLOGY SOLUTIONS



Based in Thousand Oaks, CA, Rock Solid Technology Solutions has been in business since 2003 with founders Lee Morgan and Dan Gross still leading the way.

WHY THEY NEEDED CONNECTBOOSTER

Rock Solid Technology Solutions relied heavily on its team members for invoicing and collections. Employees spent four to five hours each month inputting information and managing billing transactions with the help of Intuit software and a secure payment gateway.


As their customer count kept increasing, the number of steps and time required to complete those processes were also growing, which, in turn, was having a negative effect on the firm's bottom line.


Customers would often complain about not receiving invoices when questioned about outstanding balances though the possibility of that occurring was rather remote.

Rock Solid Technology Solutions was confident its team members sent the bills out, but these collections issues kept them from focusing on the daily responsibilities of running an IT services business.

Even worse, the owners were often forced to step in to address issues related to an antiquated and increasingly inefficient payment system.

That constant accounts receivable frustration, coupled with the rising personnel expenses associated with these transactions, motivated management to explore better options.

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Each IT client's payment status is visible through ConnectBooster reporting and current and past invoices are easily accessible to customers on their own payment portals.

That reduces requests and phone calls for the AIE team and gives their IT clients a faster, easier way to settle their outstanding balances.

HOW CONNECTBOOSTER IMPACTED THEIR BUSINESS

Lee Morgan, President of Rock Solid Technology Solutions, first heard about ConnectBooster from a colleague and fellow ConnectWise user. After scheduling a demo, the ownership started calculating their potential cost and time savings. The simplicity of the payment portal and its user-friendly nature sealed the deal.

He also loves the straightforward nature of the platform. Customers can log in to the portal, input their payment information, set their preferences, and forget it.




WHY THEY WOULD RECOMMEND CONNECTBOOSTER

“ We used two companies before that didn't integrate with ConnectWise and QuickBooks. The big win for Rock Solid Technology Solutions was being able to automate our payment process and integrate the data into our other managed services and billing applications. ”

Lee Morgan, President of
Rock Solid Technology Solutions

Visit our pricing page to learn more about automating your billing, accounting, payments processing, and streamlining your cash flow.

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