

CASE STUDY

NES: Creating an In-Office Experience for Remote Collectors

How NES used CollaborationRoom.ai to recreate the communication flow and supervisory responsiveness of an in-office environment for remote collectors.

With CollaborationRoom.ai, NES enabled real-time communication and always-on visibility, allowing supervisors to respond quickly during calls and streamline coaching without waiting for screen-share permissions.



1. About NES

National Enterprise Systems, Inc. (NES), founded in 1987 and headquartered in Solon, Ohio, is a full-service debt collection and accounts receivable management agency. NES provides nationwide collection services across all 50 states, supporting credit grantors in financial services, retail, automotive, telecommunications, higher education, and government sectors.



2. The Challenge

NES needed a tool that could replicate the communication flow of an in-office environment for remote collectors. Traditional meeting platforms created roadblocks—collectors controlled what they shared and when, limiting oversight and slowing supervisory support.



3. The Solution: CollaborationRoom.ai

NES implemented CollaborationRoom.ai to enable real-time communication and always-on visibility. Supervisors gained the ability to instantly see what collectors were working on, respond quickly during calls, and streamline coaching without waiting for screen-share permissions.



4. The Results



Engagement:

Improved significantly across all teams.



Performance:

Teams showed significant month-over-month gains.



Coaching:

Real-time screen visibility made coaching faster and more effective.



Client Satisfaction:

Clients appreciated the higher oversight and improved coaching capability.



Culture:

Remote work began to feel more structured and "in-office" for the team.

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Remote teams have too much control of what they can share using meeting platforms. The always-on functionality and reporting capabilities of CollaborationRoom have been the biggest differentiators for us. As soon as collectors sign in, CollaborationRoom activates.”

— Chris Pollak, COO, National Enterprise Systems (NES)