

CASE STUDY

iTX Built a Fully Remote RCM Operation That Outperformed the Office

How iTX used CollaborationRoom.ai to create a structured, support-first virtual floor for a 100% remote revenue cycle management team.

Using CollaborationRoom.ai, iTX recreated the support, accountability, and real-time visibility of the office floor for remote teams, improving productivity, quality, and client confidence.



1. About iTX

iTX Companies runs a fully remote revenue cycle management operation, providing early-out, bad debt, consulting, billing, and coding services, with a remote workforce in 17 states. iTX needed its virtual office to operate with the same structure, support, and accountability as a physical floor.



2. The Challenge

Before CollaborationRoom.ai, leadership could see after-the-fact outcomes through systems like Artiva and LiveVox, but not what was happening in the moment. Supervisors lacked a real-time read on whether employees were engaged, supported, productive, or struggling. Performance was slipping, turnover was high, remote staff felt excluded, and labor costs were rising while results were falling.



3. The Solution: CollaborationRoom.ai

iTX wanted managers to support remote employees the same way they would if they were standing beside them: able to see the work, talk through issues, and help in the moment. After evaluating tools including Microsoft Teams and TeamViewer, iTX chose CollaborationRoom.ai for multiple-screen visibility, stronger security, real-time communication, and proactive support. For iTX, the platform became: support first, monitoring second, and compliance third.



4. The Results



Turnover:
Nearly 50% reduction



Productivity:
Nearly 50% improvement



Quality:
Significant improvement in outcome reviews



Client Reaction:
100% positive



Sales Impact:
Positive effect on sales due to customer confidence in remote work

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"At iTX Companies, we operate a fully remote workforce across multiple states, delivering high-volume revenue cycle management services in a highly regulated environment. CollaborationRoom.ai has allowed us to effectively support our entire team while mitigating security and compliance risks. The platform has allowed us to achieve increased production and enabled stronger professional development for our staff while outcomes exceeded what we achieved in a traditional brick-and-mortar office. CR has become an essential part of how we run and scale our organization."

— Ray Dziubla, CEO, iTX Companies