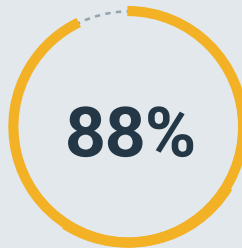




TEMPERATURE EQUIPMENT CORP. TURNING COLLECTIONS MANAGEMENT INTO A STRATEGIC, VALUE-ADDED PROCESS



REDUCED AVERAGE
DSO BY 10 DAYS



RESOLVING CUSTOMER
DISPUTES 88% FASTER



HALF OF ALL CREDIT APPS
ARRIVE ELECTRONICALLY

BACKGROUND

Finding the right fit — in any aspect of life — goes a long way. It's safe to say that Temperature Equipment Corporation (TEC) is a company that understands this sentiment. As the Midwest's largest Carrier & Bryant distributor, TEC had, for years, implemented a myriad of systems to manage its collections process. Each had its advantages, but none seemed to offer the requisite "fit" for what TEC's collectors and administrators wanted to accomplish.

"We've been a rapidly growing company for some time, so there was a lot of bringing on new systems into the mix and trying to balance that with the infrastructure already in place," said Ernie Pudliner, Credit Manager at Temperature Equipment Corporation. "We got the most out of what we had to work with, but there came a point when we knew a more sustainable and scalable solution was going to be necessary."

With that, TEC began its search for a cost-effective and capability-rich replacement solution.

SOLUTION

Esker's Collections Management solution, powered by TermSync technology, was selected by TEC over competitor products. According to Pudliner, the decision ultimately boiled down to the ease of use, simple and cloud-based IT implementation, and the cost-effective nature of Esker's solution.

"I'd had a lot of exposure to AR systems, so I knew what I wanted and, more importantly, what the team needed," he said. "Esker's Collections Management solution passed the test with flying colours — it's just so intuitive and easy to use. The fact that the product was essentially up and running in a matter of hours was also huge. The level of involvement from the IT team was very minimal."

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BENEFITS

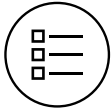
Since February of 2016, TEC has achieved impressive results thanks to the capabilities in Esker's solution, including:



Payment reminder emails are automatically sent out, allowing staff to focus on more value-added tasks & helping reduce DSO by 10 days.



Root-cause analysis functionality helps the team quickly identify where real issues are originating, resulting in 88% faster dispute resolution.



Customised to-do lists enable team members to focus on prevalent actions & analytics, helping to cut month-end reporting production by 10 hours.



Intelligent dashboards give management instant visibility into their team & process, allowing them to identify trends, manage resources & more.



Online self-service portal gives customers the convenient option to make payments & retrieve invoice data without having to call in.



Online credit application helps simplify & speed up the previously manual process; 50% of all credit apps now arrive electronically.



*"Before, if I wanted to know what my team was doing on a daily/weekly basis, I'd have to meet with each one of them individually. With Esker, I literally **click a button** and the **data is in front of me**. What used to take 12-15 hours a week can now be done in a **matter of minutes**."*

Ernie Pudliner | Credit Manager | Temperature Equipment Corporation

ABOUT TEMPERATURE EQUIPMENT CORPORATION

Temperature Equipment Corporation (TEC) and its sister companies National Excelsior Company and Central Equipment Supply are wholesale HVAC distribution companies serving Illinois, Indiana, Wisconsin, Minnesota, Kansas, Missouri and Michigan. All are one-stopshops for all HVAC needs, from residential to commercial to industrial, including equipment, controls, parts and supplies. Since 1935, TEC has been a premier distributor of Carrier Corporation. Over the decades, major acquisitions and mergers have included Harry Alter Co., Bryant Chicago, National Excelsior Company and Central Equipment Supply

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