

Customer Lifecycle Solutions Made Easy

With over 35 years of experience, Windham can help you address some of your biggest financial and customer retention challenges. Let us help you build your brand and capture stranded revenue so you can concentrate on doing what you do best.

Your Concerns & Considerations



Cost



Brand Reputation



Managing Vendors



Experience



Technical Needs



Talent Hiring



Staff Retention



Call Volume



Customer Satisfaction

How We Deliver as a Trusted Partner



We offer flexible per call or per agent pricing, so costs are predictable and a fraction of what you'd pay yourself.



Our greatest compliment is a client recommendation. And, some of ours have been with us for over 30 years.



Managing vendors is part of our daily activities, so we know what's needed to make communication easy.



After 35 years as a financial recovery solutions provider, we actively stay up-to-date on industry trends.



Our team is always improving on technical communications like email and live chat.



We staff up customer care centers with smart people who act as an extension of your team.



Our retention programs deliver knowledgeable, friendly service that raises net promoter scores.



We determine the root causes for your call volume, which is crucial to increase customer satisfaction levels.



Our dedication to customer satisfaction means we always deliver the highest standard of care and performance.



More choices. Custom solutions. It's all about you.

Windham provides a relationship-based, boutique revenue management experience that starts with a deep dive into your business' most critical pain points. From there, we will help address what matters to you and your customers most. Customized, scalable, and flexible, each solution is designed to evolve and grow with your business needs.

Complete Revenue Cycle Management

Accounts Receivable Management:

- + Portfolio management
- + 1st party/delinquency management
- + 3rd party/debt recovery
- + Asset recovery
- + Legal forwarding services
- + 1st placements
- + 2nd placements and older
- + Skip tracing
- + Early out/pre-collections

Benefits:

- + Resolve current delinquencies and prevent future ones with solutions that mediate, consult, and educate customers
- + Data gathering and analysis to make informed improvements to service
- + Foster long-term brand loyalty with every interaction
- + Customer-first approach to protect your brand and public image during the collections process
- + Identify the billing issues and customer friction that cause delinquencies
- + Retain and repair customer relationships through reliable, efficient, and friendly service
- + Bilingual staffing
- + U.S. Based
- + Comprehensive compliance management system that touches and monitors every facet of our process
- + Account scoring to find the best treatment strategy for each account

Customer Service Solution:

- + Inbound product & service support
- + Outbound product & service support
- + Welcome calls & account setup
- + Appointment setting
- + Outbound sales
- + Account management
- + Billing or invoice resolution
- + Order processing & management
- + Telemarketing & surveys
- + Verification calls

Benefits:

- + Prevent customer churn with process improvements that reduce handle and wait times
- + Build loyalty before, during, and after the sale with knowledgeable, friendly account specialists
- + Improve customer experience scores like Net Promoter Score and CSAT
- + Increase customer lifetime value
- + Decrease staffing and technology costs
- + Scalable and flexible staffing and technology to meet fluctuating call volume demands
- + Choose from full-time, part-time, or seasonal outsourcing
- + Bilingual staffing
- + U.S. Based