

## User Success Story: Emser Tile

We've been telling you how *zlien* can assist you with managing your projects and make sure you get paid. We want you to hear about the benefits of *zlien*'s platform from users just like you. Today, we are highlighting Emser Tile and the success they have experienced using *zlien*.

### **COMPANY NAME**

Emser Tile

### **INTERVIEWEE**

Barry Dambrowski, Divisional Credit Manager

### **COMPANY MISSION**

Promote product and brand name to maximize sales and minimize risk.

### **WHAT WAS YOUR COLLECTIONS AND LIEN FILING PROCESS PRIOR TO USING ZLIEN?**

Prior to *zlien*, we used outsourcing partners - competitor service that did similar processing without the bells and whistles.

### **WHAT WERE THE ISSUES WITH YOUR PREVIOUS FILING PROCESS?**

Primarily, the issues we ran into were two major things: They were doing data verification by phone, instead of using the online tools that *zlien* uses. They would call and verify with the General Contractors and customers, and weren't very customer-centric when they made phone calls. It turned off customers. The second is that all they did was file documents and wouldn't prompt for filing. We still had to track everything. It was a cumbersome system to go through.

### **WHAT PROMPTED YOU TO START USING ZLIEN?**

The biggest driver was the deadline tracking that *zlien* offers. We had missed deadlines and there was no way for a manager to look and see directly that a deadline was due. We wanted the ability to track in one place.

## HOW HAS UTILIZING ZLIEN CHANGED YOUR PROCESS?

We have the ability to centrally manage all of our projects in one place and ensure we do not miss deadlines.

## HOW WAS THE TRANSITION PROCESS FOR YOUR END USERS?

It was a fairly easy process. The previous company also had an online portal. In terms of the end user, it was tweaking the information that was being entered. Once we were sold on the company, Scott (Wolfe) came out and met with us. We liked what we saw and had no problem.

## IF YOU COULD GIVE ADVICE TO ANOTHER COMPANY LOOKING TO CENTRALIZE THEIR PROCESS, WHAT WOULD IT BE?

I would say use the tools that are in the system. You guys do all the work for us, in terms of knowing what and when things are required. zlien makes it easy if you use the tools in the system.

## SHARE YOUR STORY!

[Click Here](#) to tell us about your zlien story by filling out our brief form!

## LEARN MORE ABOUT ZLIEN

Click the button below to speak to a zlien expert about how the platform can help your business secure payment.

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