



Reliant Account Management Partners with Telrock To Drive Enhanced Customer Engagement

Telrock's Omni-Channel Digital Communications Platform Delivers More Convenient, Personalized Consumer Interactions

Knoxville, TN – July 11, 2018 – [Reliant Account Management](#) (RAM) announces a strategic and operational partnership with Telrock, a global SaaS provider of digital channel customer engagement tools used by creditors and collection professionals across the credit lifecycle. The partnership combines the expertise of both companies to improve how consumers enrolled in debt relief programs can more efficiently and effectively engage in payment transactions and related communications by leveraging Telrock's advanced digital channel communications platform.

"Consumers today, overwhelmingly, prefer to be contacted through a digital channel, and text messaging (SMS) is their channel of preference" said Wade Torkelson, Vice President of Business Development of Reliant Account Management. "Our partnership with Telrock will accelerate our drive to provide our customers the most comprehensive, digital channel communication tools designed to enhance the customer experience, increase the number of approved settlements and enable our customers to more easily interact with RAM regarding notifications and alerts, payment intentions, and other customer support functions."

"By leveraging Telrock's automated, event-based, digital customer engagement tools, in particular, our rules-based, two-way automated SMS messaging, RAM will now be able to automate the sending of an SMS message to a customer as well as automate the response to a customer SMS message in real time. The result is faster, more convenient, and consistent customer service interactions, that ultimately help to drive more approved settlements and higher customer retention throughout the debt relief program term" said Rob Fite, Vice President, Business Development & Marketing for Telrock.

[About Reliant Account Management](#)

Reliant Account Management, (RAM) is a leading third party, payment processor and trust accounting service provider working with clients across the [debt relief](#), legal, and medical industries. Through our intuitive, feature rich platform interface, RAM provides reliable, compliant, trust accounting and payment processing solutions designed to facilitate secure commercial transactions. To date, RAM has processed over 750,000 settlement payments, resulting in approximately \$500 Million in savings for consumers enrolled in debt relief programs.

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[About Telrock](#)

Headquartered in Atlanta, Georgia and London, England, Telrock is a global technology provider of SaaS based solutions for enterprise-wide collections and recovery, and digital channel customer engagement. Our clients include major banks, other credit providers, and business process outsource companies in North America and Europe. Solutions include **Optimus**, a new enterprise-class integrated collections and recovery platform with digital channel engagement capabilities, **SmartCollect**, an intelligent self-serve collections portal with integrated digital channel messaging and **SmartService**, a lifecycle digital engagement platform for marketing, account servicing, fraud case management, and other similar services. All solutions are SaaS based, built on highly scalable modern, open-source technologies and are deployed in secure, PCI compliant data centres. For more information see www.telrock.com.

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