

From Write-Off Risk to \$1 Million Recovered: Education Technology Leader Clears Aged Invoice Backlog 6 Weeks Ahead of Schedule



THE CHALLENGE

- **Mounting write-off exposure** — Invoices aged beyond 120–365+ days put substantial revenue at risk of permanent loss
- **Overwhelming transaction volumes** — Thousands of low-dollar invoices demanded intensive manual effort beyond available internal capacity
- **Strained operational capacity** — Growing backlog of invoicing and payment activities continuously outpaced the team's ability to keep up

OUR SOLUTION



Dedicated Recovery Team

Deployed a specialized team focused exclusively on high-volume, aged invoice recovery — bringing targeted expertise to the backlog



Structured Execution Plan

Designed and implemented a systematic approach with clear milestones to methodically clear invoicing and payment backlogs within aggressive timelines



Rigorous Progress Governance

Established daily tracking and monitoring protocols to maintain consistent momentum, surface issues early, and ensure on-time delivery

IMPACT

01

Cleared 3,475 invoices completed 6 weeks ahead of schedule through disciplined process execution

02

Recovered \$1M in at-risk VA charges via proactive outreach, preventing significant write-offs

03

Processed \$614K+ in wire payments within three weeks, consistently exceeding performance expectations