

Protect collections operations

Challenge

Email, spreadsheets, and file transfers are still how many collections teams share account details with DCAs and other vendors. This slows resolution, creates version control issues, and increases the risk of exposing sensitive data.

Solution

FitPortal gives external partners secure, role based access to assigned accounts in Debt Manager, so they can work directly in the system of record with only the information and actions they're authorized to use.

Win

Less manual coordination, stronger oversight, and cleaner compliance, because updates land in one place and permissions stay controlled.

What FitPortal changes

A smarter, safer way to exchange information. When vendors can work in the same system your team uses, you stop chasing status across emails and disconnected files.

- Reduce the back and forth by having vendors update cases directly where your team already works.
- Improve control with permissions that limit what each partner can see and do.
- Increase visibility with progress tracking that doesn't depend on someone forwarding an update.

Built for fast partner onboarding

Vendors use Debt Manager's web interface through FitPortal, so you don't need a custom integration to share and collect updates.

You can tailor access by partner type so each party gets a focused experience that supports their role.

"We're able to get real time updates on the cases we send to DCAs. It's so much easier to track their progress and get a sense of where everything's at."

**Section Head, Collections Enforcement,
US state agency**

FitPortal in action

Client

State government office in the Midwestern US.

Challenge

Staff spent hours managing vendor communications through emails and file transfers and struggled to keep information current.

Solution

Vendors accessed assigned portfolios through FitPortal with tailored permissions inside a secure, browser based experience.

Result

Staff reclaimed hours, oversight improved, and access controls supported security without slowing operations.

“Our goal is to streamline workflows so teams can spend more time resolving accounts and less time chasing updates.”

**Section Head, Collections Enforcement,
US state agency**

What vendors can do

- Review and work assigned accounts directly in the system.
- Complete specialized tasks in a controlled environment.
- Submit updates into the system of record instead of sending files.
- Access case relevant information with appropriate restrictions.

What stakeholders gain

- Monitor account status and collection activity without waiting on reports.
- Track performance and progress as work happens.
- Post notes and updates that authorized teams can see in one place.
- Simplify audits with unified access to the same record.

See it in action. inquiries@crsoftware.com