



# LEADING CANADIAN LAW FIRM KRB LEVERAGES KOLLENO TO IMPROVE COLLECTIONS PROCESS

## Introduction

KRB Lawyers, a full-service business law firm, has achieved tremendous growth establishing a leading position in the Canadian legal landscape. Nationally recognised among the fastest growing companies across all sectors in 2022, they are renowned for their expertise in commercial, transactional, real estate and finance law. However, like many scaling law firms, they found themselves facing administrative challenges including maintaining visibility and effective collections of overdue payments across their divisions.

## Challenge

As a growing company, monitoring and pursuing overdue payments became increasingly tedious and costly. Thus, centralising communications with clients and reducing past due amounts became a priority. KRB needed to introduce a solution to help manage their receivables and ensure their operations are optimised.

“Leveraging solutions such as Kolleno and prioritising operational efficiency has been critical in sustaining our rapid growth.”

**Lubov Senyk**, VP Finance, KRB Lawyers

## Solution

Seeking a solution, KRB selected Kolleno for its seamless integration with Clio, tangible results, and simple interface.

The platform offered both streamlined credit control processes and one centralised source of information for the firm's finance team. With the communication timelines, automated collection sequences and reporting, it provided the team clear visibility and enabled them to significantly reduce their overdue balance. “Partnering with Kolleno empowered the team to efficiently and proactively manage our receivables.” noted Lubov.





“As opposed to simply telling the executive team we’re working on improving collections, Kolleno gives us the tangible results and reports to showcase our successful efforts.”

**Lubov Senyk**, VP Finance, KRB Lawyers

### Results

The implementation of Kolleno has played a pivotal role in enhancing KRB's productivity and reducing their overdue amounts. With Kolleno, KRB has reduced their median days late by 33%. Additionally, the platform's automated communication sequences and templates have also proven to be invaluable to the finance team, saving them 10 hours a week on average.

Thierry Cavallie, Collections Manager at KRB reflected "Kolleno enables me to achieve outstanding results more efficiently."

### Integration and Adaptability

One feature that stood out about Kolleno is its seamless integration capabilities. The platform connected with KRB's current systems, including Clio legal software, in one click, granting them real-time visibility and analytics over all their receivables within a single platform.

Beyond just integration, the platform's inherent adaptability meant that as KRB's needs evolved, Kolleno adjusted alongside them, ensuring their finance operations remained smooth and structured.

### Conclusion

Implementing Kolleno at KRB has reshaped their approach to accounts receivable management. With Kolleno, they've streamlined both client communications and internal processes, achieving greater efficiency. Consequently, they can now redirect their efforts towards their core strength – delivering top-tier legal services.

# KRB

## Company Snapshot

**Company:** KRB Lawyers

**Location:** Montreal, Canada

[www.krblaw.ca](http://www.krblaw.ca)

# Kolleno.

**Partner Name:** Kolleno

**Location:** London, United Kingdom

[www.kolleno.com](http://www.kolleno.com)