

ACA INTERNATIONAL BENCHMARKING INTELLIGENCE

FAQs

Getting Started

What is this?

ACA's Benchmarking Intelligence database provides critical market information for our members. This new self-service tool allows U.S. company members to compare their own performance against a variety of other participating member companies on an anonymous basis to help guide their strategic decision-making, with the hopes of enabling even greater profitability.

Participants upload their data to the secure platform on a quarterly basis within designated timeframes. Data can be filtered by key metrics for ease of comparison. Data input questions are specifically designed to allow for participants to compare their KPIs with other de-identified participants.

ACA members may remember the previous incarnation of this service, Top Collection Markets Survey, that we offered a few years back in PDF form. We've taken the premise of that publication and juiced it up with today's technology, making it easier than ever to participate and mine valuable data. Plus it will have even greater accuracy and relevancy due to the new design and process, and the data will now be available quarterly to those who participate.

Why should I participate?

Whether you're looking to expand into new markets or benchmark facets of your business against your peers, ACA's Benchmarking Intelligence database has the information you need to communicate value, keep up with industry standards and address areas that may need improvement.

The insights you can glean from the Benchmarking Intelligence database can inform many aspects of your business, including infrastructure investments, market diversification and more.

Only companies that participate will be able to access the benchmarking data.

Aggregated, trended data will be used to support ACA's advocacy efforts in a number of ways, including to mitigate unwise ideas proposed from regulators and legislators.

Plus, to comply with FTC rules, if less than five members complete the section for a specific criteria, comparative results can't be displayed. That's why it's so important all ACA members participate in this platform.

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Am I eligible to participate?

This service is only available to U.S.-based ACA company members and comes with no additional fee. Only companies that participate will be able to access the benchmarking data.

“Company members” are [defined on our Membership page](#) as: Businesses or law firms that perform services such as third-party debt collection, third-party debt collection litigation, billing and outsourced first-party debt collection, asset buying, or judgment recovery and are located in the 50 United States.

What data is collected in the Benchmarking Intelligence platform?

Datapoints that are collected and reported by market vertical include:

- Unit yield
- Gross collections
- Self-service percentages
- Non-legal and legal recovery percentages
- Net income
- Number of employee collectors
- Number of payments
- Payments by type
- Settlement costs
- And so much more!

Markets covered include:

- Health Care (Hospital, Clinics and Ambulance separately)
- Telecom & Utilities
- Banks and Finance Companies
- Student Loans (Federal and Private separately)
- Credit Cards, Banks, Credit Unions & Retail
- Government
- Property Management

Options for first-party collections and debt buying are included as well.

How much does it cost?

This service is only available to ACA members and comes with no additional fee. Only companies that participate will be able to access the benchmarking data. Quarterly comparison reports are free to participating members.

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How do I log in?

First, you'll need to contact [ACA's Member Services team here](#) to request access. Once you've completed the signup form, you will enter the data collection platform via your personal user login on ACA's [Benchmarking Intelligence page](#).

ACA company members who agree to participate in the Benchmarking Intelligence database will have access to training on the ACA website on how to input their data (through either User Interface or EDI file) as well as how to view deidentified data.

Data collection is currently closed: When/how can I participate?

The timeline criteria is set purposely to ensure all data is compared within the same collection timeframe. Announcements will be made when the next period of data collection becomes available. In the meantime, ACA has plenty of resources available to begin researching the types of data being collected as well as navigational training information within the benchmarking support page.

<https://www.acainternational.org/about/benchmarkingintelligence/>

Security & Anonymity

Is my data protected?

Your response data is encrypted and protected by SSL when in transit from your browser to the databases of our vendor, Dynamic Benchmarking. All data is secured within Dynamic Benchmarking's data center, which is SOC 2, SSAE 18 Certified. Only designated Dynamic Benchmarking employees are able to access and view the data from your firm via a private VPN.

Is my data confidential?

Survey responses are only released as aggregated data that cannot be traced back to specific companies, facilities, or individuals. To ensure data anonymity, all results are aggregated and a predetermined minimum number of responses are required for results to be displayed, even when filters are applied. Individual responses are not accessible to ACA staff.

Does this comply with Federal Trade Commission standards?

Yes. All benchmarking data must be aged a minimum of 90 days before becoming available for release and review. No single metric will have released results without a minimum of five responses, including when filters are applied.

Under FTC rules, if less than five members complete the section for a specific criteria, comparative results can't be displayed.

Help

Where can I get my questions answered?

You can learn more on the [Benchmarking Intelligence page on our website](#).

Members can also contact ACA at <https://me.acainternational.org/Contact> for additional support, resources, questions and feedback about the platform and study.