

# CASE STUDY

## Pro-Tech Discovers a Better Risk Monitoring Solution

### THE COMPANY

Pro-Tech Interconnect Solutions, LLC specializes in crafting high-tech circuit boards, ranging from rapid prototyping to medium-volume production. Leveraging advanced technical prowess based in the U.S., they cater to a broad spectrum of markets both domestically and internationally, spanning from military and homeland security to aerospace and medical sectors. Given the swift timelines and sophisticated nature of their products, diligent credit risk monitoring of customers stands as a critical management imperative to mitigate financial risks.

### THE CHALLENGE

#### Simpler, More Comprehensive Risk Management

Pro-Tech's CFO, Dave Koebele, expressed satisfaction with the business credit rating service they were utilizing to track its customers' credit standings. Consequently, he saw no need to explore alternatives. However, Pro-Tech's business expert at Scale Bank, proposed the adoption of AR Surveillance™ and sought external feedback from Koebele. Agreeing to assist, he viewed this as a gesture of goodwill toward the bank rather than an exploration of a new solution for Pro-Tech. Following the trial, his plan was to maintain reliance on their existing credit rating service for risk monitoring purposes.

However, during the trial, Koebele was pleasantly surprised by the extensive insights offered by AR Surveillance, which surpassed the capabilities of their previous risk monitoring system. The depth, breadth, and timeliness of the data far exceeded what he had experienced with Pro-Tech's existing service.

“

*There's so much more data behind AR Surveillance's alerts. And it comes to us. We don't have to go out and request it, the way we did with the credit rating service.*

”

~ Dave Koebele, CFO - Pro-Tech Interconnect Solutions

### THE SOLUTION

#### AR Surveillance

A year and a half later, Pro-Tech was still a full-fledged, enthusiastic customer of AR Surveillance. “We liked what we saw,” said Koebele. “It's such a flexible system. You can scale it for as many accounts as you want. We can conduct ongoing monitoring on a customer, or just do a spot-check.”

The trial conducted for Scale Bank in 2011 persuaded Koebele that the basic credit rating service they relied on was no longer sufficient. "There's just so much more data behind AR Surveillance alerts," he remarked. "And they come to us automatically. We don't have to go out and request it, the way we did with the other service." With the previous system, information requests were initiated only if there were suspicions of a problem. If nothing seemed awry, there was little incentive to investigate further. However, issues could arise suddenly, and waiting weeks for information to trickle in, potentially prompting a manual investigation, might mean receiving reports when it's too late to take action.

"AR Surveillance has better data," he emphasized. "It has far more breadth." While Koebele remains dedicated to the crucial functions of his role at Pro-Tech, AR Surveillance employs a systemic methodology in monitoring the health and viability of his customers. The system promptly notifies him of any issues requiring attention as soon as they occur, rather than waiting days or weeks.

At present, Pro-Tech oversees a multitude of customers, spanning from moderate to high-risk firms. He values the capability to closely monitor the higher-risk accounts and finds assurance in being proactively notified if any changes occur; long before such alterations would typically manifest. Additionally, he commends the user-friendly nature of the system as AR Surveillance features a dashboard that simplifies risk assessment through color-coded metrics that are easily understood.

## PRO-TECH AND ARGOS RISK

### Risk Management - Proactive Rather Than Reactive

Koebele enthusiastically endorses Argos Risk to other businesses lacking dedicated staff for risk monitoring. Drawing from his own unexpected discovery, he realized that Pro-Tech's initial risk management solution lacked the comprehensive scope and timeliness offered by AR Surveillance.

Pro-Tech continues today to benefit from an affordable yet significantly more robust risk management solution, enriched with a diverse array of resources. Furthermore, the timely information provided empowers him to adopt a proactive approach rather than a reactive one for his business needs.

---

Contact us for more information at  
[info@argosrisk.com](mailto:info@argosrisk.com) or [sales@argosrisk.com](mailto:sales@argosrisk.com)

**Pro-Tech Interconnect Solutions**

Printed Circuit Boards

Pro-Tech Interconnect Solutions, established in 1968, underwent a significant transition in 2018 when it was acquired by Melanie Bera-Anderson, a seasoned professional in the printed circuit board industry.

Under her leadership, the company transformed into a woman-owned business, driven by a dual commitment to pioneering technology and exceptional customer service.

Pro-Tech offers comprehensive support, ranging from rapid prototyping to medium-volume production, catering primarily to a domestic clientele while also servicing international accounts.

Its workforce operates on a seven-day-a-week manufacturing schedule, ensuring timely fulfillment of customers' time-sensitive circuit requirements.

In addition to its manufacturing operations, Pro-Tech extends its services to include engineering solutions.

To maintain its leading position in the industry, Pro-Tech remains committed to investing in cutting-edge technology and equipment.

**Pro-Tech Interconnect Solutions**  
**Chaska, MN**  
**952-442-2189**  
**[www.protechmn.com](http://www.protechmn.com)**