

The trial he did for the bank convinced Koebele that the basic credit rating service they had was no longer adequate. "There's just so much more data behind AR Surveillance alerts," he said. "And they come to us automatically. We don't have to go out and request it, the way we did with the other service." Information requests would occur if he had reason to believe there was a problem, and if he wasn't aware of anything going wrong, he wouldn't have a good reason to investigate. But problems can materialize overnight, and waiting for information to trickle in weeks later that might spark a manual investigation could mean receiving those reports when it's too late to take action.

"AR Surveillance has better data," said Koebele. "It has far more breadth." While he's focused on the critically important functions of his role at Pro-Tech, AR Surveillance collects more than 100 pieces of data to monitor his customers. The monitoring system immediately notifies him if there are issues that need to be addressed, as soon as they happen, as opposed to waiting days or weeks.

Currently Pro-Tech monitors numerous customers, whom Koebele notes range from moderate to high-risk firms. While so far there have been no crises, he likes the ability to keep close tabs on the higher-risk accounts, and knowing that he'll be pro-actively notified if something changes long before he'd see it on a credit report. He also appreciates the easy-to-use system. AR Surveillance is a dashboard that color codes risk as follows:

- **Green:** the customer's financial health appears stable and healthy
- **Yellow:** indicates either a company has improved from a red status, or it's been downgraded from a green and needs closer monitoring
- **Red:** indicates that a company needs closer attention

PRO-TECH AND ARGOS RISK

Risk Management - Proactive Rather Than Reactive

Koebele would recommend Argos Risk to other businesses that don't have a fulltime staff devoted to risk monitoring. From his own experience, and to his surprise, he found that Pro-Tech's original risk management solution was not nearly as comprehensive or timely as what AR Surveillance provides. With AR Surveillance, he now has an affordable risk management solution that is significantly more robust, with a greater variety of resources, plus he receives timely information so he can be proactive rather than reactive for his business.

Pro-Tech Interconnect Solutions was founded in 1968, and in 2002 was purchased by a group of Honeywell executives with extensive experience in the printed circuit board industry. The group remains passionate about cutting-edge technology as well as customer service, offering support all the way from rapid prototyping to medium-volume production. Its customer base is primarily in the U.S., but it does have international accounts as well.

In addition to manufacturing, Pro-Tech also offers engineering services. In order to stay at the top of its field, Pro-Tech continues to invest in high-tech solutions and equipment. Its 120 employees run a 7-day-a-week manufacturing schedule to meet customers' time-critical printer circuit requirements.

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