

Confidently collecting more, sooner

Introducing Operational Collections



Levels of debt are increasing and it's getting harder to manage third party agencies. Combined with the growing demand for digital collections, companies need to align operational collections with customer behaviour, applying consistent and relevant treatments across customers, products and channels.

Improved operational efficiency Svyaznoy Bank

Experian's Operational Collections is providing a complete overview of customers in arrears. This is enabling the deployment of customer-centric activities that closely match both the value of the customer and their overall credit risk. By automating the collections process, collector activity has improved by 25%, operational costs have reduced by 20%, account processing has increased by 20% and by adopting the most effective, proven collection techniques, customer relationships are also improved.

Collect more, sooner

Experian's Operational Collections collects more, sooner, whilst driving consistency and increasing profit. It integrates quickly with existing systems and an easy-to-use interface allows strategies to be tailored and implemented immediately. The hosted service option delivers capacity on demand, the highest levels of security and disaster recovery protection.

Effective Agency allocation

It intelligently matches cases with the agency that is most likely to collect. It can efficiently allocate and withdraw cases and manage commissions, simplifying agency management and maximising the value of these relationships.

Embrace the digital revolution

It also instantly expands the number of contact and payment channels, including smartphone apps, SMS, IVR, email and social media, providing a significant improvement in both collection rates and the capacity to collect.

With Experian's Operational Collections, you can

- Optimise collection and communication strategies

- Enhance customer satisfaction
- Reduce costs
- Maximise collection agency performance

Why Experian?

- 30 years' experience in enriching customer data and building meaningful analytics
- Deep market understanding, global reach and experience
- Market-proven expertise in analytics, software and best practices
- Clients in more than 90 countries with many offices worldwide

Experian Decision Analytics offers more than three decades proven expertise in enriching customer data and building meaningful analytics to help organisations grow profitable customer relationships.

Find out how you can improve boost revenue and drive efficiencies with minimum manual intervention by visiting www.experian.com.

Managing customers more effectively and efficiently