

# PowerCurve® Collections

Enabling business users to develop and manage analytically driven collections strategies to maximise customer value and business profitability

PowerCurve Collections is a collections management platform which enables clients to transition in confidence to a more progressive, collections infrastructure which integrates and automates:

- Market leading, analytics driven strategy design and deployment
- A modern, world class collections decisioning system
- A proven multi-channel operational collections workflow capabilities

By doing this, clients will be able to increase lifetime customer value, reduce total costs to serve and reduce total cost of ownership.

## Key Features

PowerCurve Collections provides clients with an agile and dynamic collections management capability that can increase profitability by balancing the needs of the customer with the needs of the business at every customer touchpoint. It does this by empowering business users with enhanced capabilities in the following eight areas:



### Access, integrate and enrich data

Provides data connectivity, integration and enrichment that enables access to accurate data from a wealth of sources to build a more complete view of customers.



### Design and assess strategy

Creates a unified design environment empowers business users to quickly design, test and deploy collections strategies and workflows without the need for IT.



### Apply analytics to create insight

Uses analytics to convert data into actionable insight to predict default, propensity to pay, and contact and channel preferences and then

prioritise collections activity with scorecards and rich segmentation.



### Define the next best action

Enables strategy to be operationalised and automated through a proven decision engine that executes automated analytically-driven individual customer treatments.



### Engage and empower the customer

Enables clients to supplement traditional channels with a digital, self-service portal that offers a convenient, discreet way for customers to manage accounts, interact with collectors, and make payments.



### Manage the process

Provides integrated workflow management across all channels to automate routine activities whilst simultaneously empowering collectors to focus on more complex cases with advisory support and case management tools.



### Monitor, report and review

Creates integrated reports and dashboards that provide visibility to ensure that the collections process is highly performing.



### Improve and Optimise

Creates a closed loop of assessment and improvement to help clients move from risk-driven strategies to highly responsive profit and customer-driven strategies which balance competing priorities and constraints.

## PowerCurve® Collections

### Progressive, analytics driven collections

Every interaction with a customer is an opportunity to strengthen the relationship. Even when it comes to debt collection. A missed loan payment or a bill not paid on time could mean your customer was just forgetful or they are facing real financial difficulty. Knowing the difference is important to deciding which course of action to take.

Putting that knowledge into action is even more critical. PowerCurve Collections offers these insights and provides the guidance needed to individualise the collections process, effectively recovering bad debt while preserving long-term customer relationships.

PowerCurve Collections unlocks the power of data and analytics empowers the collections business to develop, implement and own collections strategies that are fair, effective and highly efficient.

It enriches customer information with data from a range of sources to create a complete and accurate view of the customer. Then it applies these insights along with analytics to drive precise collections actions that are proven to increase recoveries. The best action may require a close interaction between the customer and the collector. Alternatively, insight may show that the level of risk and the customers behaviours and preferences are such that an automated approach is likely to be more effective - connecting customers to a convenient, discreet self-service portal.

Either way, PowerCurve Collections has the operational capabilities that can easily support and manage these actions.

Finally, by empowering the collections business with the capabilities to assess, improve and optimise strategies, the platform helps reduce overall IT complexity and demands on their resource.

The overall business outcome will be a cost-effective and compliant collections business that delivers increased recoveries whilst simultaneously increasing customer profitability, reducing total cost to serve and reducing total cost of ownership.

#### ✓ Key Benefits

PowerCurve Collections increases debt recovery and maximises profit to create sustainable value from three perspectives.

##### **Customer Value**

Provides brand and reputation enhancing customer treatments to build retention and increase lifetime customer value through:

- Personalised treatments
- Empowered Customers
- Proactive approach to "Fair Treatment"

##### **Strategic Value**

Reduces total cost of ownership and creates positive business outcomes by accurately reflecting business needs and priorities through:

- Reduced IT complexity
- Increased consistency
- Increased agility and responsiveness
- Reduced financial provisioning

##### **Operational Value**

Reduces total cost to serve whilst increasing the effectiveness of collections through:

- Increased data accuracy
- Increased productivity
- Enhanced user experience