

CGI Collections360®

IMPROVING COLLECTION RATES AND CAPACITY WITHOUT UPFRONT CAPITAL OUTLAYS

Unprecedented levels of delinquency and credit losses are straining current collections operations. As a result, organizations have limited capital and time to invest in the technology and processes necessary to support the changing collections environment.

Do these challenges sound familiar?

- Are record levels of collection activities exceeding the capacity of your organization?
- Are investments in technology improvements based upon predictive returns?
- Are multiple third-party relationships hampering your ability to control processes, prioritization and customer service?
- Are staffing challenges making it harder to maintain operations?

CGI solves the challenge

Collections360 is CGI's comprehensive managed service approach to collections and debt management. It is a low-cost, low-risk solution that encompasses the management of hardware through ongoing collection operations management. By providing a policy structure supported by technology that automatically assigns cases to the most cost-effective treatment streams, organizations are able to collect more, collect it faster, and do so at the lowest cost.

CGI's approach

CGI packages its market-leading software with managed services and business process outsourcing in a highly customizable arrangement that optimizes returns through a benefits-funded approach. Organizations can finance projects so that CGI is paid only from a portion of the increase in collections, thus making it possible to implement solutions even during fiscally constrained times. In addition, through a Proof of Concept, CGI also can help organizations assess whether a collections managed service model will create significant value; explore alternative scenarios based on CGI value-creation levers and the client's priorities; and develop a high-level solution and business case to present to executives.



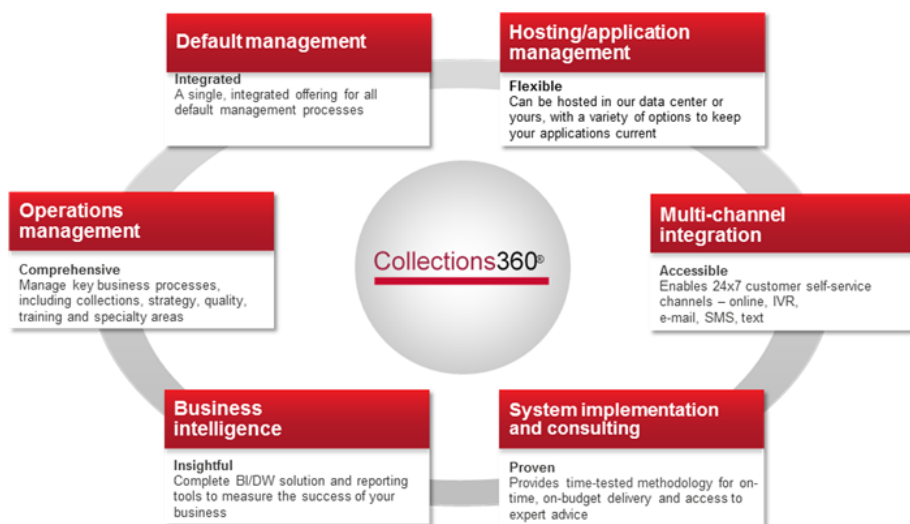
BENEFITS

- End-to-end management expands capacity, increases collection rates and reduces net bad debt, costs and risk
- Advanced collection case management and workflow address all stages of collection
- Integrated platform provides world-class technology at the lowest price point
- Low or no up-front costs
- Fast deployment with minimal disruption to existing operations
- Flexibility and scale to quickly and cost effectively shift gears as needs change

Collections360 at a Glance

Collections360's comprehensive and flexible range of support and services can be customized for each organization's needs. Components can be purchased separately or in combination as licensed software. CGI offers implementation assistance and ongoing maintenance. Applications can be hosted on client infrastructure, with CGI providing onsite and remote monitoring, or on CGI infrastructure. CGI also can provide collectors and collection managers, as well as training and support staff.

CGI Collections360 combines software, business processes, underlying IT and planning into a single, cohesive suite



Why CGI?

- **Deep domain expertise.** CGI's depth of focused, cross-industry collections knowledge and world-class collections platforms are based on 35 plus years of experience.
- **Shared risk and governance.** CGI's unique model of shared responsibility, operation and revenue makes us a partner in the collections effort – not just a vendor. In this model, clients set policy, connect to the internal organization and provide approvals; CGI and clients collaborate on strategic and tactical changes; and, CGI creates processes, executes strategies and manages operations.

ABOUT CGI

With 69,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information about CGI, visit www.cgi.com/banking or email us at banking.solutions@cgi.com.