

Collection management solutions for government

Does the ability to raise revenue without raising tax rates, imposing new fees or hiring new employees sound too good to be true? At CGI, we have been helping clients accomplish this feat for over two decades. In fact, our solutions have delivered over \$2.5 billion in certified revenue increases, without raising taxes.

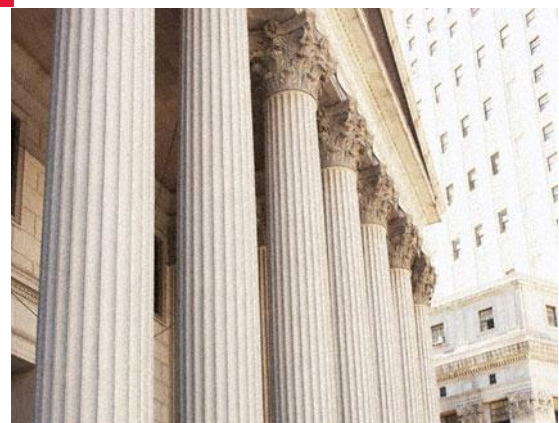
COMPUTER ASSISTED COLLECTION SYSTEM FOR GOVERNMENT (CACS®-G)

Implemented in more than 20 federal, state, provincial and local governments, CGI's CACS-G case management tool provides flexible workflow and automated legal action capabilities designed and built specifically for government. It supports multiple tax and non-tax delinquent receivables, while consolidating multiple debts for a single debtor into a single case.



Key features:

- **Tools for proactive automated collections.** Government collections departments face an ever-growing number of delinquent cases, with fewer and fewer staff to work those cases. Through automated correspondence, liens, levies and garnishments, along with follow-ups and ticklers, CACS-G allows collectors to focus on the cases that truly need human intervention, while the majority of cases can be pursued automatically by the system. In addition, debtors can initiate self-service payment agreements over the Internet or by touch-tone telephone on a 24/7 basis.
- **Flexible, table-driven business rules.** CACS-G implements case management workflow through comprehensive table settings, so business users can easily define and configure their client-specific, optimal workflow. CACS-G enables sophisticated workflow strategies, including segregation of accounts by risk, level of noncompliance and/or case status, enabling letters to be sent at appropriate intervals, allowing timely follow-ups, and sorting cases by risk, balance, order of importance or other factors.



POWERFUL COMBINATION FOR COMPREHENSIVE COLLECTIONS

CGI's CACS-G collections management system and Strata® risk management solution are used by more than 300 organizations to improve collection operations. While each application can be implemented independently, together they form a powerful, comprehensive collections solution. CACS®-G can execute collection strategies based on the risk scores determined by Strata.

Benefits of the combined solution are:

- Increased revenue collections
- Automated Involuntary Collections
- Reduced costs
- Better prioritization of limited resources
- Improved administration of accounts receivable
- Effective staff utilization
- Improved customer service

- **Flexible, ad-hoc reporting.** CACS-G provides an on-demand reporting facility that can be used by managers to track and measure individual, group and organizational performance, as well as trends, error reporting, exception account management and operational tracking.
- **Computer-based training (CBT)** to reduce staff training cost. CGI can provide sophisticated CBT based on our proven training methodology, which enables collection staff to become proficient quickly. In addition, CBT ensures consistent training, reduces costs for future training for new staff and helps reduce training costs when staff is dispersed over a wide area.
- **Commercial off-the-shelf (COTS)** package to enable rapid implementation. Because CACS-G has such a wide range of features developed specifically for government agencies, many of the customizations that might otherwise be needed can be accomplished through simple table setting changes.
- **Flexible architecture.** CACS-G is built on a flexible, open web-based architecture allowing government to implement the system, generally within their preferred architecture. Its modern user interface allows users to run CACS-G with just a browser.

STRATA® ENTERPRISE BUSINESS RULES ENGINE

Strata is a sophisticated enterprise rules engine that evaluates each delinquent debt account and assigns it a risk score based upon the likelihood of repayment within a specified time period. This facilitates different collection strategies based on the risk of nonpayment. Given that low-risk accounts are likely to self-cure, Strata helps government automatically determine the best debt collection strategy for each case, enabling agencies to target limited resources on the highest risk cases. CGI customers that have implemented Strata with their legacy collections systems have seen a 10-15 percent increase in delinquent collections without adding staff.

Key features:

- **Risk-based approach for collections strategies.** With Strata, an agency can use predictive models to forecast the probability of payment for taxpayers as they enter collections, and then assign those taxpayers to treatment scenarios that are the most appropriate to their level of risk.
- **Effective staff utilization.** Strata allows agencies to focus their limited collections resources on the cases that truly need collector intervention. For example, lower-risk taxpayers may be sent additional notices before they are assigned to a collector, while higher-risk taxpayers may receive an immediate phone call or field visit. Once the case is assigned, the agency can use risk scores to prioritize which cases receive immediate attention.
- **Improved customer service.** Strata gives lower-risk taxpayers ways to self-comply, reducing unnecessary intrusions or harsh treatments.
- **Sophisticated reporting capabilities.** Strata's proven methodology for evaluating and reporting on the effectiveness of risk models and decision logic allows for experimentation and rapid improvement in selecting the most effective treatments for taxpayers with similar characteristics.

ABOUT CGI

Founded in 1976, CGI is the world's fifth largest independent information technology and business process services firm. With annualized revenue of over 10 billion, CGI has over 68,000 professionals in 400 offices worldwide.

We deliver built-for-government IT solutions that maximize revenue while minimizing costs. As a full-service systems integrator and managed services provider, CGI has the industry know-how, tools and technologies to address business challenges across the public sector spectrum.

CGI provides state and local governments with creative IT solutions that drive efficiencies, effectiveness and cost containment — all while achieving your short term needs and maintaining your long-term vision.

CONTACT

For more information on our tax, revenue and collection services and solutions, visit us at www.cgi.com/govcollect or email us at tax.solutions@cgi.com