

Collections360[®] for government



Experience the commitment[®]

Governments face unprecedented revenue challenges and have very limited funding to invest in new technology, even one with a high return on investment. CGI's Collections360[®] for Government enables additional revenue to be generated without requiring extra funding or staff.

CGI has a long history of successfully delivering innovative solutions for government revenue and collection functions. CGI's Collections360 combines proven business processes with state-of-the-art technology (powered by CACS[®]-G) along with managed services to support all aspects of debt management operations. By providing a full-service collection capability that complements existing operations, Collections360 helps government collect more delinquent debt, collect it faster and do so at the lowest cost. In addition, Collections360 can be implemented without upfront capital investments.

DO THESE CHALLENGES SOUND FAMILIAR?

- Are you being asked to help solve the revenue problem?
- Do you have inconsistent collection tools, policies and staffing levels between agencies?
- Do you want to do a better job with collection activities but lack the tools and the funds to procure these tools?
- Are non-tax agencies being asked to perform collections when it is not part of their core mission or focus?
- Is your organization facing IT staffing constraints?

CGI SOLVES THE CHALLENGE BY INNOVATING THE WAY GOVERNMENT DEBTS ARE COLLECTED

Centralizing debt collection from multiple agencies and debt types produces significant economies of scale to support an investment in powerful collection tools. These tools automate manual processes, gather data from multiple sources to compile a comprehensive profile of your debtor and deliver new collection strategies that allow more revenues to be collected. In addition, a benefits-funded approach to financing projects (where CGI is paid a fixed price from a portion of increased collections), enables collection solutions to be funded even in fiscally constrained times.



BENEFITS

- Realize a 10% to 45% increase from delinquent collections
- Defer most costs until after revenues are achieved by paying out of new revenues realized
- Reduce service and program cuts through new revenues generated
- Shift responsibility to a skilled and experienced service provider
- Achieve more predictable costs
- Reduce risk and time to implementation
- Get guaranteed service level agreements to assure success
- Integrate many disparate systems and processes, allowing internal staff to focus on core activities
- Rely on continued development and of CGI's leading edge, proven collection technologies

COLLECTIONS360 FOR GOVERNMENT AT A GLANCE

CGI's comprehensive and flexible range of support and services can be tailored for each organization's needs. Collections360 components can be purchased separately or in combination as licensed software. Applications can be hosted on client infrastructure or on CGI infrastructure. We offer implementation assistance and ongoing maintenance and can also provide collectors, training and support staff, and IT staff to support ongoing operations when needed.

CGI Collections360 for Government

Business Process Services	Scoring and Segmentation	Strategy Management	Call Center Management	Case Management
	Predictive Modeling	Performance Benchmarking	Correspondence Management	Third Party Management
Business Applications	Collections (CACS-G)	Accounting and Offsets		Third Party Data Mgmt (Enterprise Gateway)
	Decision Management (Strata)	Self-service (CACS-G)		Correspondence (CACS-G)
	Predictive Dialing	Business Intelligence		Imaging
IT Services	Application Development/Maintenance (CGI)			
	Data Center Hosting (CGI or Client)			

 = CGI Proprietary Business Application

WHY CGI?

- **Depth of collection and application management expertise.** CGI's industry leading government collection tools and subject matter experts help clients achieve dramatic increases in revenue.
- **Shared risk and governance model.** Our unique model of shared responsibility, operations and revenues makes us a true partner in the collections effort – not just a vendor. In this model, clients set policy, connect with the appropriate internal and external stakeholders and provide approvals. CGI and clients collaborate on strategic and tactical changes, with CGI implementing as few or as many components as needed.
- **Benefits-funded approach.** Our strategies are designed to eliminate upfront investment prior to achieving the revenue increase. Using a benefits-funded approach, CGI is paid its fixed price out of a portion of the increase in collections, allowing clients to delay and spread the upfront costs over a period of years.
- **Proven results.** CGI's government collection clients have **certified revenue increases of more than \$2.5 billion**, and this figure grows monthly. Our results-driven performance is achieved without losing quality as demonstrated by consistently high client customer satisfaction measurements. CGI has proven time and again that our clients can generate significant revenues, enhance the customer experience, and do so within 3-4 months of project initiation.

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 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 govcollect@cgi.com