



_experience the commitment

Credit Risk Management



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| <p>Why CGI</p> | <p>Sustaining shareholder value by maximizing customer profitability</p> |
| <p>Our blend of business expertise, end-to-end offerings, and customer-focused approach helps clients solve their credit risk management challenges.</p> <ul style="list-style-type: none"> • Business expertise—CGI has 20 years of experience in working with leading credit risk management organizations worldwide, across industries. • Total solution—CGI provides the consulting services necessary to make operational improvements in credit and collections management, call centers, and marketing, as well as the software assets that support them. • Customer-based approach—CGI applies a proven, customer-based management approach, focusing on the dual objectives of maximizing customer profitability and minimizing credit risk exposure. • Client base—CGI's credit risk management clients include some of the most prestigious names in the industry: pioneers in the use of statistical techniques and decision support technology for customer management. | <p>Today, maintaining and improving long-term financial health is the name of the game. To satisfy shareholders, positive cash flow—combined with prudent investment, balanced growth, and cost control—is absolutely essential.</p> <p>Enterprise-wide customer management practices and policies have never been more critical. With customer churn on the rise, the drive for market share is no longer the sole business objective. In many organizations, the number of accounts in collections is increasing, resulting in higher operational costs. Rising net bad debt, fraud, write-offs and increasing numbers of days sales outstanding (DSO) are eroding margins.</p> <p>The truth is, all customers are not the same, and a company's organizational structure and customer strategies and procedures need to reflect these differences. The key to success is acquiring profitable, high-value customers and retaining them for the long term.</p> <p>Organizations must strike the balance between risk and reward. Risk management—balancing profit potential and customer service with the risks involved in extending credit to a customer—is a critical part of managing the customer life cycle. A credit policy that is too stringent causes customer relationships to suffer; one that is too lax causes profits to suffer.</p> <p>Rapid business benefits founded upon best practices</p> <p>Applying our extensive experience, CGI helps organizations implement integrated credit risk management solutions to achieve rapid business benefits including:</p> <ul style="list-style-type: none"> • Increased product and customer profitability • Improved collection rates • Reduced net bad debt and operating costs • Enhanced customer management processes • Decreased receivables carrying costs • Improved bottom lines <p>CGI's holistic approach has been developed for more than 20 years by working with hundreds of industry leaders to envision and implement credit risk management strategies for protecting and improving their financial health. Our approach has three dimensions to minimize credit risk: customer analytics, design of strategies and business processes, and delivery of applicable technology tools.</p> |
| | <p>This approach enables a client organization to:</p> <ul style="list-style-type: none"> • Manage credit risk through the implementation of intelligent credit strategies, work processes, and organizational design • Employ consistent treatment throughout the customer life cycle through the use of statistical techniques and decision analytics • Control operations costs through integration and automation • Invest in technology solutions with strong business cases and an impeccable track record for attaining business goals <p>CGI's engagements with organizations of all sizes and in different geographies and industries, has produced a credit risk management framework upon which all our work is based. No matter what stage in the credit management life cycle an organization finds itself, CGI can devise an appropriate solution, relying on the best practices most relevant to the desired business results.</p> |
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End-to-end solutions

Together, CGI's consulting and technology solutions create an end-to-end credit risk management environment.

Consulting

CGI Credit Risk Management consulting solutions include:

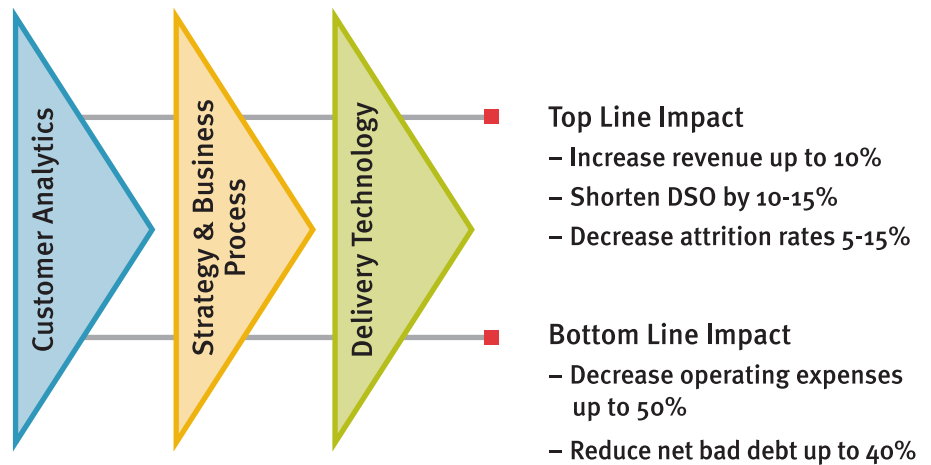
- Customer decisioning—CGI advises clients on how to use statistical techniques to predict and control customer behavior, and implement strategies that best influence that behavior. A first step is often an Exploratory Data Analysis that assesses the extent to which business benefits can be derived from statistical modeling techniques.
- Collections operations analysis and assessment—We offer in-depth analysis of all major elements integral to a high-performing collections operation: customer risk segmentation, collections strategies, staff, credit policies, performance measures, process reengineering, and technology infrastructure.
- Credit risk management workshops—CGI can conduct standard or customized workshops in credit risk management best practices for all levels of the organization.

Technology

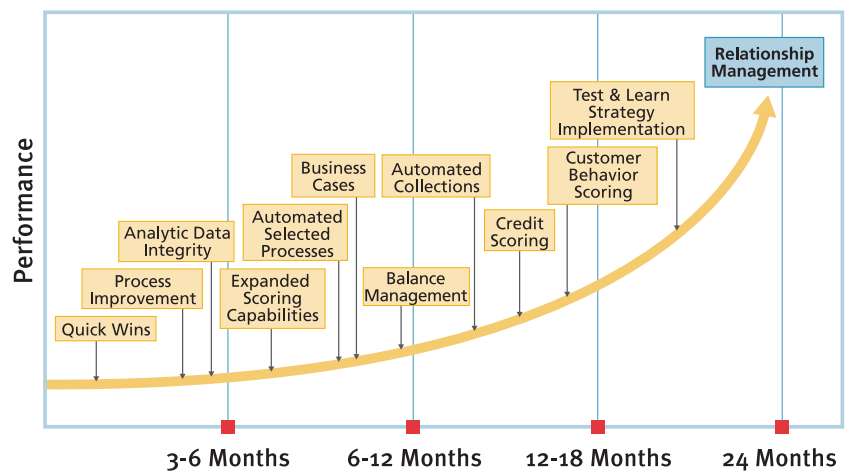
CGI Credit Risk Management technology solutions include:

- CACSeVantage™—A member of the CACS® product family, this Web-enabled collections management solution allows staff to work anywhere, anytime. Special features include powerful workflow and customer management functionality, and risk and customer-based strategy and segmenting capabilities. CACS is the market leader in large, dedicated collections systems, developed to support multiple industries and types of organizations.

The evolutionary path for credit risk management



CGI's approach to credit risk management



- Strata®—A functionally rich, automated decision engine for credit and collections management, call center strategies, and enterprise-wide marketing campaigns. Through the implementation of business rules, Strata carries out decisions based on event triggers. Its powerful strategy management and reporting capabilities enable efficient implementation of a Rapid Strategy Evolution™ approach and monitoring of its effectiveness.
- BureauLink®—Organizations can determine the credit-worthiness of potential customers automatically by leveraging information that is available commercially from credit bureaus. BureauLink provides a CPU-to-CPU interface to the major credit bureaus and allows access to common format credit bureau reports. This enables the negotiation of risk-based terms with prospective customers, and allows the information to be stored for future credit decisions.

Company profile

Your full-service credit risk management partner

CGI has the tools, insights, and expertise to help our clients use credit risk management to maximize customer profitability and sustain shareholder value. Facing increasing shareholder demands, we've helped more than 200 leading organizations improve their credit risk management process and realize true benefits such as a reduction in net bad debt, operational cost savings, and a decline in customer churn.

Here's one example of how we've helped a leading organization increase profitability and improve operational efficiency:

| Situation | CGI solution | Business benefits |
|---|--|---|
| A growing organization fighting for market share in mature market | Devised sophisticated customer treatment strategies | Increased customer profitability through loss and delinquency reduction |
| Rising operating expenses in collections function | Applied refined customer-focused policies and procedures to deliver optimal customer support | Improved operational efficiency in collections process through integration and automation |
| Escalating uncollectible debt | Implemented CACS to enable automated treatment strategies and provide a complete view of customer relationship | Enhanced customer service due to customer treatment decisions based on customer value |

At CGI, we're in the business of satisfying clients. For 30 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to solve them.

A leading IT and business process services provider, CGI has approximately 25,000 professionals operating in 100+ worldwide offices, giving us close proximity to our clients. Through these offices, we offer local partnerships and a balanced blend of global delivery options to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.

Business solutions through information technology®



ISO 9001 Certified

For more information: www.cgi.com