

Web Promises®

Online collections management

CGI's Web Promises® enables organizations to effectively transition their collections activities to the Web and begin collecting more money immediately—without adding additional staff or overhead.

Soaring loan delinquencies have resulted in an increase in collection activities and, at the same time, the effectiveness of traditional telephone and mail channels continues to decline. Consumers avoid collection calls, along with mail collection tactics, requiring new channels for managing collections.

The Internet is successfully handling other areas of credit and customer service, so why not collections? Advantages offered by the Internet include the ability to manage a high volume of collections activities, as well as scale to address changing business needs, without the need for additional staff. In addition, a Web collections channel enables consumers to interact on their own timetable, without confrontation, and via a self-service portal.

WEB PROMISES ADVANTAGES

Web Promises is a web agent that provides a communication and validation link between bank-branded websites or IVRs and collections systems. The tool helps you build a Web channel that delivers significant business advantages, including the following:

- **Consumer preference alignment:** Customers can “self-cure” their delinquency at their convenience via a non-confrontational, self-service method
- **24/7 availability:** Operates 24/7 without staff costs, training and turnover
- **Fast implementation, low cost, fast payback:** With remarkably low capital outlay, your organization can be up and running in as little as two months and receive full payback within one year.
- **Support for “agent-less” collections activities:** Facilitates “agent-less” collection activity, including most aspects of debt negotiations, commitments, payments and settlements
- **Near real-time processing:** Provides debtors with immediate feedback, creating the perception of end-to-end, real-time processing.
- **Seamless integration:** Can be tailored to work with most core collection systems, but is optimized for CACS Enterprise, CGI's market-leading collection system
- **High flexibility and scalability:** Web Promises' service-oriented architecture makes it highly flexible and scalable, driving further efficiencies and cost savings.



ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services.

With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

For more information, please contact us at banking.solutions@cgi.com, or visit www.cgi.com.