

# Leading Finance Company: CGI Collections360™

**Location:**  
USA

**Industry:**  
Finance

**About CGI Collections360:**  
CGI Collections360, powered by CACS®, is a cloud based, managed service that integrates the components of a high performance collections operation, including software, business processes, underlying IT and strategic planning. All stages of collections are addressed including early stage, loss mitigation, third party management, recovery and recovery accounting. CGI offers multiple deployment configurations and customization options to meet each client's unique debt recovery challenges, key organizational requirements and operational needs.

**Contact:**  
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The client is a leading global commercial and consumer finance company. As one of the nation's leading captive private label services providers, the client provides a broad range of financing solutions and services for consumer, small business, and public and large enterprise markets.

## **The Challenge**

The client wanted to deliver improved collections effectiveness and efficiencies while increasing customer satisfaction. In 2008, the client approached CGI to develop a partnership to augment their existing collections operations with best in-class technology and processes.

## **How CGI Helped**

CGI and the client combined their individual expertise to build a world-class retail collections service. The client's collection knowledge and management experience, and CGI's cross-industry knowledge and best-in-class applications resulted in the development of CGI Collections360, a comprehensive collections and recovery solution. A collaborative governance model was also developed to provide more visibility into operations.

## **The Results**

- CGI's managed service approach accelerated the reduction of net credit losses, minimized operational risk, and reduced operating costs and upfront capital outlay. Additionally, the governance model improved management flexibility and oversight.
- With the help of Collections360 the client:
- Exceeded initial performance expectations within 3 months
- Achieved a 10% improvement on payments against inventory within the first year
- Realized a 40% improvement in annualized contacts / hr.
- Recognized a 10% improvement in self-service collected / acct.
- Improved accuracy of 3rd party payment/invoice reconciliation
- Eliminated processing backlog & improved call abandonment by 90%
- Demonstrated continuous improvement on agency scorecards

The bottom line: Within a short period, the client achieved and exceeded operational expectations and has demonstrated continuous improvements through its partnership with CGI.