

# Collections360<sup>®</sup> Comprehensive Debt Management



Experience the commitment<sup>®</sup>

**C**ollections360 combines business process services with CGI's state-of-the-art technology—powered by CACS<sup>®</sup>— to support all phases of receivables management operations.

## LEVERAGING SOPHISTICATED TOOLS TO REDUCE TOTAL COST OF OPERATIONS

In today's economy, organizations are hard-pressed to invest in new technologies, especially in non-core functions such as collections. CGI's Collections360 managed services offering is anchored by an integrated platform of collections, decisioning and communications software, providing world-class technology at the lowest possible price point.

## MAXIMIZING REVENUE COLLECTION IN A REDUCED TIMEFRAME

For organizations challenged by rising net bad debt, CGI's dedicated team of expert managers and collectors provide focused business process expertise to improve operations. We offer best practices in risk evaluation, collections strategy, treatment plan development, agency management, quality assurance and reporting. Our approach combines lessons learned from over 30 years of providing industry-leading collections consulting and software along with our managed service experience, to optimize collections strategies and processes.

## COLLECTIONS THAT HELP ORGANIZATIONS WIN AND GROW

To be successful, organizations can no longer be content with the status quo. Yet, they are challenged to transform their operations while minimizing risk and disruptions at the same time. Collections360 enables organizations to quickly achieve their strategic goals by integrating seamlessly into their existing collections environments. Day-to-day operations and third-party relationships are managed within a clearly defined framework and joint client/CGI governance model.

CGI respects each of our clients' unique organizational identities and values. We team with our clients, focusing on efficient delivery while seeking opportunities for continuous improvement and cost savings.

## PROVEN RESULTS

With more than 35 years of collections experience, CGI has helped clients in various geographies and industries reduce costs from 10-25% and increase dollars collected from 5-20%. We also help clients make marked improvements in accelerating payments and decreasing write-offs.

Through our credit and collections expertise and offerings, CGI is committed to helping banks and other organizations achieve quantifiable, tangible and relevant results:

- A regional bank realized a 50% increase in collector productivity, 45% decrease in cost per dollar collected and 35% increase in recovery of charged-off dollars.
- A national bank reduced its overall delinquency rate by 20% and overall loss rate by 25%
- A leading wireless carrier decreased its percentage of 90-plus day total receivables by 44%, reduced gross write-offs by 19% and lowered involuntary churn by 14%.
- Six states increased delinquent tax collections by 10-35%, resulting in over \$2 billion in additional revenue collected without raising taxes.
- A large financing solutions provider will reduce operating expenses by 12% over 5 years.

For more than 35 years, CGI has delivered world-class collections solutions to help our banking, consumer finance, telecommunications and government clients reduce bad debt and increase revenues.

#### WHY COLLECTIONS360?

Collections360 is an efficient, low-cost, low-risk solution that addresses the urgent need to reduce rising delinquencies and net bad debt. It is the only solution with integrated end-to-end collections and recovery capabilities applicable to any industry, across all lines of business.

Our managed services model allows organizations to quickly and cost effectively shift gears as collections needs change. Managed services options are tailored to each client's requirements, and can range from hosted application maintenance to full business process outsourcing.

#### ABOUT CGI

Founded in 1976, CGI is a global IT and business process services provider delivering business consulting, systems integration and outsourcing services. With 69,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. CGI applies a disciplined and creative approach to achieve an industry-leading track record of on-time, on-budget projects and to help clients leverage current investments while adopting new technology and business strategies. As a result of this approach, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.