

Scotiabank Adopts CGI Collections360®

CGI Collections360 chosen to deliver customer-centric debt collection on a single, integrated platform.

THE CHALLENGE

Scotiabank, a global banking and financial services leader, was conducting its Canadian retail and small business debt collection operations using multiple, disparate collections systems. The many manual and account specific processes the systems required hampered customer service, and upgrading the custom code on the bank's out of date platform was both time-consuming and costly.

Scotiabank needed a single, secure platform solution capable of introducing new levels of operational efficiency and effectiveness while eliminating expensive upgrades. The solution also needed to be flexible to meet its new collection and recovery business needs.

THE SOLUTION

Scotiabank moved its retail and small business collections operations to CGI Collections360, a flexible managed service platform providing application, infrastructure, security, hosting, maintenance, and monitoring. CGI's training and on-site conversion support helped to ensure a virtually seamless transition

RESULTS TO DATE

Scotiabank implemented the CGI Collections360 platform in just 15 months, with little disruption to its collections operations. The platform has proven to be stable and secure.

Unlike the bank's previous platform of mismatched systems and software, CGI Collections360 is kept up to date through a Software as a Service (SaaS) model.

Operating with a single, upgraded platform has enabled Scotiabank to increase its productivity through real-time routing, automation and other capabilities. Scotiabank has also benefited from CGI Collections360's customer-centric design, highly configurable workflows and segmentation, high volume scale-up, on-going innovation and new releases.

“CGI Collections360 has harmonized our debt collection operations and risk-based segmentation by prioritizing our collections efforts and enabling Scotiabank to be more customer-focused and performance-oriented.”

Pedro Maya – Vice President of Collections at Scotiabank

CGI

Experience the commitment®



CASE STUDY

Banking

KEY BENEFITS DELIVERED

- Seamless transition to a single integrated collections platform
- Costly, time-consuming customizations eliminated
- SLAs Exceeded

ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business consulting services firms. We help clients achieve their goals, including becoming customer-centric digital organizations, through high-end IT and business consulting, systems integration and outsourcing services combined with a unique client proximity model and global center of excellence network.



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