CACS Enterprise®

By tightly integrating collections and recovery—whether managed in-house or through outside partners—CACS Enterprise helps your organization to reduce credit losses, minimize expenses, build profitable customer relationships and improve bottom-line results. With CACS Enterprise, you can achieve breakthrough collections and recovery.

CACS Enterprise provides an end-to-end default management solution with a configurable framework that can be deployed to manage all credit products and processing throughout the default management life cycle.

BENEFITS

With CACS Enterprise, clients benefit from the following:

- Workflow automation and optimization
- Single platform for all collections and recovery products and accounts
- Strategy and work assignment focused on value-add activities
- Treatment decisions based on insights generated from customer analytics and operational data
- Strong customer experience focus with the ability to view and generate treatment decisions using the entire customer relationship
- Adherence to compliance and regulatory requirements
- Smart, integrated and automated technology platforms and solutions
- Modern technology architecture for streamlined support and maintenance
- Agile, simplified and cost-effective operational and IT processes
- Experienced integration and management partner

FEATURES

CACS Enterprise provides a comprehensive set of features and functions for collections and recovery processing:

- Integrated workflow and queuing engine driven by configurable business rules, which can be easily updated as business policy changes
- Real-time decision analytics capabilities to support dynamic strategy assignment, as required based on operational results
- Browser-based user interface with multiple levels of data security
- Pop-up scripts to guide users through contact interactions with customers

ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients achieve their goals, including becoming customer-centric digital organizations.

We deliver an end-to-end portfolio of capabilities—from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions—to help accelerate clients' results.

CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients transform their organizations and drive competitive advantage.

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- Compliance support, including consent to contact, preferred/do not call, enforcement of contact limits and time zone processing

- Integrated document preparation

- Multi-channel communications support

- Specialty process workflow management and task tracking

- Management-defined rule evaluation of customer eligibility for program offers

- Ability to configure new data attributes without programming

- Reporting suite, including both historical and real-time dashboard reports

- Management defined configuration to assign, track and recall accounts to and from third parties

- Flexible integration methodologies, including real-time web services calls

- Optional Recovery Accounting Module that supports full financial account processing

TECHNICAL ARCHITECTURE

- **Browser:** Thin-client browser user interface

- **Presentation services layer:** Web server and J2EE-based application server running on a Linux, Unix or Windows platform

- **Business services layer:** Application processing via web services to complete business functions on a Linux platform

- **CACS batch:** Batch processing functions using Java/J2EE components

- **Database server:** A centralized data repository for application data and system controls and Oracle database in a Linux/Unix environment

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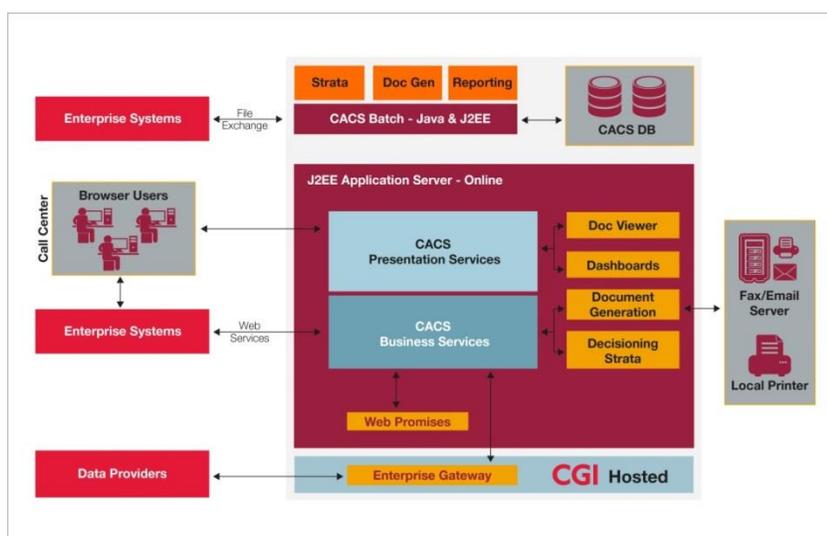
A PARTNER OF CHOICE

Through our transformational business approach, we help banking, insurance, telecommunications, utilities and government organizations become true service providers by transforming their approach, processes and technologies from a product- to a client-centered orientation.

This depth of experience is a result of our close client partnerships and our growth strategy, which drives strong organic growth and strategic acquisitions. Our full set of offerings—including consulting, business solutions, systems integration and the full management of IT and business functions—enables clients to deliver faster, more targeted services for less cost and risk.

Combining industry expertise with technology solutions and scale, CGI offers clients a unique partnership approach. Our client-proximity business model provides accountable and responsive project delivery while our global delivery options offer the value of onshore, nearshore and offshore expertise.

CGI has a clear vision. We help clients achieve growth by providing the tools, insights and expertise needed to realize successful credit risk management strategies. Our clients gain the advantage of a knowledgeable, dedicated partner working to develop and implement solutions that address their business and technology challenges, enabling them to maximize customer profitability and sustain shareholder value.

For more information, contact us at
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