

# CGI Advantage Collections



As a result of the economic crisis brought on by the COVID-19 global health pandemic, state governments are bracing for a shortfall in projected tax revenue. Now, governments are searching for ways to make up for the shortfall by growing revenues from existing sources – taxes, overpayment, unpaid fees, fines and other debts – without raising taxes.

The CGI Advantage Collections solution and our local team of public sector domain experts provide a more efficient, effective, intuitive collections system.

## Key benefits

- Consolidation of multiple debt types into a single case
- Cross-referencing when debtors are linked with multiple case
- Significant management control of workflow and actions
- Flexible correspondence engine supporting highly customized notices
- Multiple channel support including mail, email, and text
- Automated correspondence, liens, garnishments and judgments
- Ability to send letters at appropriate intervals
- A Debtor Portal, allowing citizens to review information and create self-service payment agreements
- Ability to sort cases in management-defined order of importance
- Real-time answers about payment agreements for timely follow-ups



## About Collections

CGI Advantage Collections is a proven, comprehensive collections solution that increases the effectiveness and efficiency of government collections operations. By providing significant process automation, the solution shifts staff time away from the management of tedious daily tasks allowing them to prioritize more pressing, mission-critical work. Additionally, integration with CGI Advantage Financial Management allows for past due obligations to flow automatically from accounts receivable into the collections process where more advanced collections techniques can be applied to resolve the outstanding obligation.

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## About CGI

### **Insights you can act on**

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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