

CGI Cloud Collections

Modernise and accelerate your collections business



CGI Cloud Collections (CCC) offers rapid cost-effective access to a leading Collections and Recoveries Management platform and expertise delivered as a UK regulatory compliant cloud hosted managed service

Today, businesses are increasingly looking towards digital solutions to streamline their operations whilst increasing revenues.

With over 35 years in the collections industry we understand this, which is why CGI have developed our CCC solution. CCC provides the ability for collections operations to access software rich in functionality without the need for a large upfront project and IT infrastructure.

CCC delivers full core collections functionality from the very start, backed by CGI's 100% delivery success rate.

CCC provides an end-to-end pre-configured collections and recoveries solution that can be deployed to manage all credit products and processing throughout the collections and recoveries life cycle. Built on our industry leading Collections platform (CACS), CCC provides the ability to optimise the management of your portfolio without the need for a costly up front IT project. Accessing our solution through a flexible transparent pricing model which is based on usage, we enable organisations to benefit from the outset without the need to invest in infrastructure.



A Partner of choice

Clients looking for a trusted partner with deep collections and debt management expertise have relied on CGI's decades of experience in providing innovative industry-focused solutions. CGI has been at the forefront of banking since the 1970s, helping to drive many domestic and global initiatives that have transformed the industry. Our deep understanding of the complex global challenges our clients face, combined with our strong local relationships, enable us to build long-term partnerships that drive success.

CCC as a managed service

Our managed service delivers the following:

- Rapid time to value when moving away from excel to CCC
- Standard set of reconfigured strategies out of the box to enable operational consistency
- Reduced operational costs through high levels of automation and collector efficiencies
- A flexible hosted model that scales with volumes
- Ability to quickly react to business change without the need of lengthy IT projects
- Enhanced customer relationships
- A 5 star rated UK service desk

Rich functionality

CCC provides rich functionality for the end-to-end collections and recoveries processes including:

- Integrated workflow and queuing engine with pre-configured business rules, which can be easily updated as business policy changes
- Intuitive browser-based user interface with multiple levels of data security
- Flexible product/portfolio segmentation
- Single customer view
- Automated contact strategies using multi-channel communications
- Automated arrangement and payment monitoring
- Specialised management (Vulnerability, Insolvency, IVA, etc.)
- Real-time work queue allocation and prioritisation
- Income & Expenditure functions
- Real-time dashboard performance reporting
- Direct access to system for third parties.

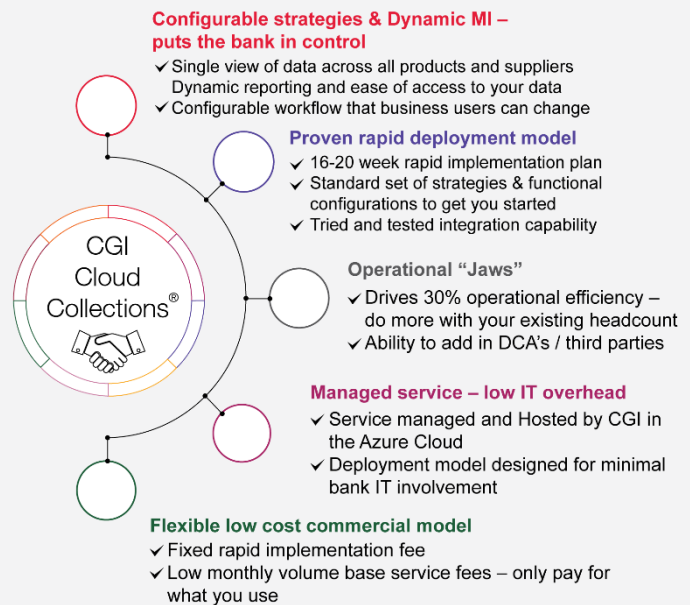
“CGI brought people who knew what they were doing, supporting us in the right way and challenged us when they needed to and were also prepared to be challenged back by us when that was necessary. This was a very open relationship that we've that we've enjoyed with them.”

David Craggs,
Director of Banking Operations
Metro Bank

CGI's Cloud Collections solution is designed to flex to meet current and future market challenges

Current Market challenges with Collections & recovery management

- 01 Pandemic driving rapid growth in volumes:** Collections operations need to either scale rapidly or create operational jaws (do more with existing capability)
- 02 Increasing regulatory scrutiny:** Regulatory scrutiny continues, along with the need to identify and manage vulnerability in the current climate as well as provide auditability
- 03 Companies without a single collections platform are at a disadvantage;** Unable to harness operational efficiency and MI for customer and regulatory view
- 04 Complexity of IT change inhibits responsiveness;** Long lead times to access inhouse IT resources coupled with competing in flight change projects. Business users unable to change workflow/MI or move off excel
- 05 Constant need to pivot** Rapidly changing and acquisitive organisations need to continuously onboard new products/customer into collections as well as respond to changing pandemic pressure in collections & recoveries



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.

For more information

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