

# CGI Collections360<sup>®</sup>

## Transforming collections to drive strategic advantage



Experience the commitment<sup>®</sup>

### Do these challenges sound familiar?

- Are record levels of collection activities exceeding the capacity of your organization?
- Are investments in technology improvements based upon predictive returns?
- Are multiple third-party relationships hampering your ability to control processes, prioritization and customer service?
- Are staffing challenges making it harder to maintain operations?

### CGI solves the challenge

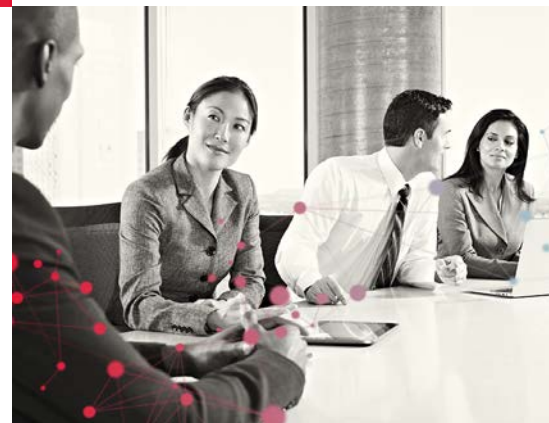
CGI Collections360 is the comprehensive managed service approach to collections and debt management. It encompasses the management of software, business processes, underlying IT and planning into a single cohesive suite. By providing a structure supported by technology that automatically assigns cases to the most cost-effective treatment streams, organizations are able to collect more, collect it faster, and do so at the lowest cost.

### CGI's approach

CGI packages its market-leading software with managed services and business process outsourcing in a highly configurable arrangement. Through a Proof of Concept, CGI can help organizations assess whether a collections managed service model will create significant value; explore alternative scenarios based on CGI value-creation levers and the client's priorities; and develop a high-level solution and business case to present to executives.

### CGI Collections360 at a glance

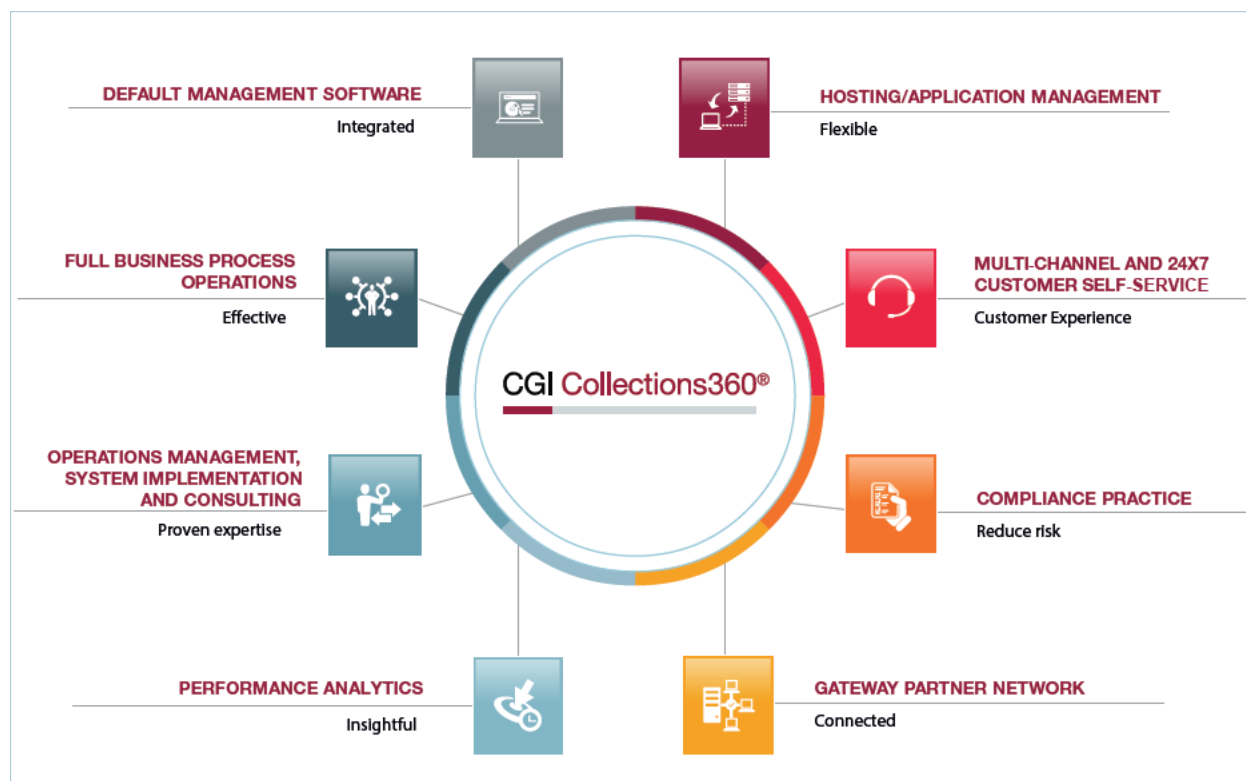
CGI Collections360's comprehensive and flexible range of support and services can be configured for each organization's needs. Components can be purchased separately or in combination as licensed software. CGI offers implementation assistance and ongoing maintenance. Applications can be hosted on client infrastructure, with CGI providing onsite and remote monitoring, or on CGI infrastructure. CGI also can provide collectors and collection managers, as well as training and support staff.



### BENEFITS

- End-to-end management expands capacity, increases collection rates and reduces net bad debt, costs and risk
- Advanced collection case management and workflow address all stages of collection
- Integrated platform provides world-class technology at the lowest price point
- Fast deployment with minimal disruption to existing operations
- Flexibility and scale to quickly and cost effectively shift gears as needs change
- Improved utilization of data in default management operations
- Access to resources that help mitigate regulatory risk

CGI Collections360 combines software, business processes, underlying IT and planning into a single, cohesive suite



### Experience and expertise

- 35+ years of experience across all lines of business for credit lending and default management functions
- 350+ CGI Collections360 implementations for some of the world's largest commercial and government organizations in 60+ countries
- Track record of delivering 10-25% in cost savings and 5-20% increase in debt collected
- 100% delivery success, with a dedicated collections practice serving clients worldwide
- \$1 trillion in outstanding debt processed on a daily basis for a large global organization

### ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business process services providers. We help clients transform into customer-centric digital enterprises end to end through high-end business and IT consulting, systems integration and transformational outsourcing services combined with a unique client proximity and best-fit global delivery model.

For more information about CGI, visit [www.cgi.com/collections](http://www.cgi.com/collections) or email us at [banking.solutions@cgi.com](mailto:banking.solutions@cgi.com).