

# CGI Insight

## Complete and effective default management

Increasing collection volumes, budgetary constraints, fast-changing economic conditions and executive leadership demands are putting pressure on default managers to improve processes and performance. However, limited information from inflexible reporting solutions makes it difficult to drive transformation.

CGI Insight, part of the comprehensive CGI Collections360 solution portfolio, addresses these challenges by enabling default managers to uncover valuable insight hidden away in their collection data and effectively use it to drive competitive advantage. With CGI Insight, default managers have access to the information they need—when and where they need it.

### KEY FEATURES

CGI Insight offers complete capabilities for using collections data to measure, better understand and improve collections performance. Its key features include the following:

- End-to-end default management reporting and operational capabilities that cover all key performance areas, including agent, agency, compliance, strategy, financial and third party performance
- Comprehensive default management information with transaction, account and agent-level detail
- Web- and mobile-enabled platform with an intuitive interface design
- Clear and concise reporting templates
- Tailored for ease of use by all user groups—from senior managers to agents

### KEY BENEFITS

CGI Insight enables clients to drive more value from their default management operations through the following benefits:

- Identification and evaluation of factors underlying performance
- Monitoring of compliance related activities
- Sharing of information on default management performance
- Rapid understanding of the impact and performance of strategies
- Increased test-and-learn velocity
- Shift of resources from generating reports to analyzing performance and driving improvements



### DRIVING VALUE AND RESULTS

CGI Insight covers key default management operational areas, including:

- Operation dashboards
- Compliance reporting
- Strategy development and implementation
- Agent/agency management
- Exceptions management
- Ad-hoc queries

It puts information into the hands of those who need it, when they need it. Gain valuable insight through:

- Robust visualizations
- Web/mobile device deployment
- Intuitive user interfaces
- Interactive data exploration
- Access to granular data



### ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services. With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering 95% of projects on time and within budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

### WHY CGI?

CGI has more than 35 years of cross-industry collections experience, acquired through building and implementing world-class collections platforms and solutions for leading companies worldwide. On average, CGI helps clients in various geographies and industries reduce collection costs from 10-25 percent and increase dollars collected by up to 20 percent.

CGI's industry-leading CGI Collections360 solution is a comprehensive portfolio of business applications, business process services and IT services that reduce the costs and risks of collections and debt management by enabling organizations to collect more, faster.

A key component of CGI Collections360, CGI Insight can be implemented as a standalone solution for default management or integrated with other CGI Collections360 modules.

In an environment of rising delinquency and credit losses, CGI's rapidly deployable, low-cost, low-risk collections solutions are driving transformation, competitive advantage and results for clients across the globe.

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