

Transforming Debt Collection

CGI Collections360® Business Process Services

In today's digital economy, world class credit programs require world class debt collection capabilities. Meet CGI Collections360 Business Process Services (BPS), a flexible, scalable and secure collections center solution for transforming client performance in early, mid and late stage debt collections.

Transforming with BPS means reduced delinquencies, increased recoveries, enhanced multi-channel customer interactions, all while operating in strict compliance with rapidly changing federal, state and local regulations.

CGI Collections360 BPS spans the collections life cycle, leveraging both onshore and offshore delivery centers to meet unique client requirements. BPS integrates revenue recovery, business analytics, agency management, training, quality and control, and specialty account servicing, offering these capabilities across a range of industry sectors, including banking, telecommunications, financial services and utilities.

KEY FEATURES

CGI Collections360 BPS, underpinned by CGI's industry leading CACS collections platform, features:

- Multi-channel services, including telephony, web, email and SMS
- CGI OneSource for end-to-end operations management, including compliance, performance management, training, attestation and quality assurance monitoring
- Noble dialer for inbound and outbound calls with integrated IVR, real-time speech analytics, predictive dialing, workflow/process automation, right time to call and decision management solutions
- Highly skilled and educated, client-dedicated collection agents, including compliance and quality experts, working in alignment with client brand values and culture
- Secure facilities with client-specific teams and work spaces

CGI

Experience the commitment®

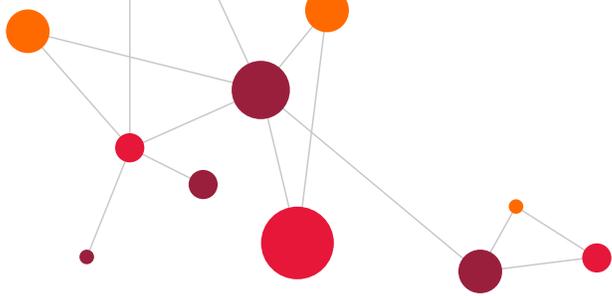


CGI COLLECTIONS360 BPS ADVANTAGES

- 30-year collections sector presence
- 75+ years of combined collections management experience
- 1+ million BPS end users
- Global delivery centers delivering BPS in 39 languages
- CGI collection agencies licensed in all 50 states, Puerto Rico, the Dominican Republic and all Canadian provinces/territories
- Best of breed CGI CACS collections solution
- Unsurpassed Noble dialer expertise
- CGI OneSource for integrated reporting, compliance and audit

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KEY BENEFITS

CGI Collections360 BPS enables clients to achieve dramatically better collections results:

- Delinquency and loss reductions mean greater revenue
- Operating cost improvements yield better productivity
- Rigorous regulatory compliance reduces risk of fines and penalties
- Improved customer experience creates heightened brand loyalty
- A trusted partner with a proven track record fosters greater peace of mind

CASE STUDIES

Financing Arm of Computer Technology Company

A CGI client found itself with a shrinking loan portfolio and tremendous pressure to cut costs. Legacy systems and workforce shortages added to the challenge. CGI designed a multi-site collections operation with collaborative governance that exceeded performance expectations within three months; reduced credit losses by 29% and net credit losses by 44%; and improved credit recovery by 57%.

Large Credit Union

This large credit union enjoyed a fast-growing portfolio of consumer and credit card loans but an increasing number of delinquencies and charge-offs too. CGI helped this client switch from age-based to sophisticated risk-based collections. Business process consulting and change management services helped streamline and improve workflows, leading to a 20-25% improvement in collector productivity.

ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. With 77,500 consultants and other professionals across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions.

CGI works with clients through a local relationship model complemented by a global delivery network that helps clients digitally transform their organizations and accelerate results.

Ready to transform collections operations?

Partner with a global technology leader.

Start enjoying the CGI Collections360 BPS difference.

Contact CGI today.

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