



Business Process Management CoE

CPRS Axis™ Enterprise Collections Platform

Deploying a robust debt collection software solution empowers enterprises to collect efficiently and combat the rising cost of debt recovery. Managing cost through technology is a pivotal priority for enterprises looking to safeguard profits. Complete Payment Recovery Services, Inc.'s Axis™ simplifies collections through tracking collection cases, automating processes and workflows, adapting to compliance requirements and integrating with other technology to provide a complete and successful collections program.

Set your cash flow priorities

SPEED-UP YOUR COLLECTION

PROCESS

With changing lifestyles and increased purchasing power, the consumer today is more empowered than ever before, and for every informed purchase decision made, they create a debt cycle. Whereas managing a debt cycle ensures success for the business, accounts receivable is probably one of the most important factors deciding whether the business can sustain and operate with its competitive advantage or not. Consumer debt is on the rise primarily in credit card debt, student loans, medical bills, mortgages and auto loans forms.

Businesses often struggle with accounts receivable because of a combination of factors. Untimely invoicing, sending the wrong invoices, no collection process or absence of a dedicated accounts receivable employee/team managing accounts receivable. Nevertheless, as long as business has the right people, processes and tools, such as debt collection software, managing accounts receivable becomes simpler and easy to manage. According to a study by PayStream Advisors, companies see a 10-20% reduction in Days Sales Outstanding (DSO) after implementing debt collection software. It also helps businesses reduce mundane tasks, help segment customers, set priority order and accelerate the overall collection process.

Increasingly the collection industry is shifting towards Software-as-a-service (SaaS) model to enable their clients with flexible collections strategies, robust reporting, and secure and accurate documentation of debtor interactions. Restricting the increasing collection cost is a pivotal priority for enterprises to safeguard profits. By deploying a robust debt collection software, it becomes simpler to track collection cases, establish relationship with customers, advance collections functionality, and integrate with other technologies. Organizations need a software solution with highly efficient and customizable features, enables enterprises to define its collections program, achieve increased automation levels of debt collection processes, maintain incumbent knowledge, and maximize the return on investment. To steer through the dynamic landscape of debt collection, an all in one solution embedded with powerful features will increase efficiency, minimize costs and upgrade profits.

In quest for a technology solution, enterprises must engage with a partner capable of adapting to the ever-changing legislation, regulations and compliance environment. The punitive measures by the federal agencies directly hit such businesses as well as experience of its customers. It is therefore, the business' imperative to onboard a right partner who offers solutions not only to the current problem, but is also agile enough to substantiate and sustain in the future.

FIS presents its Enterprise Collections Management platform, CPRS AXIS™: a collaborative collections platform for debtor interactions. A full suite of debt management services that can be customized and packaged to address all collection needs.

Complete Payment Recovery Services, Inc. (CPRS) is an FIS™ company that helps businesses recover funds owed to them by utilizing collaborative management platforms, proven strategies and agents thoroughly trained in governance, regulatory compliance and customer service. CPRS enables companies to control operational costs, leverage collections expertise and minimize compliance risk exposure while maintaining brand and customer loyalty. As an agency that handles both commercial and consumer debt nationwide, CPRS takes the pain out of collections with extensive data, transaction and collections experience. With a long history of success in first- and third-party collections for placed and revolving debt, CPRS has become one the top 25 agencies in the nation and leverages proven best practices to serve businesses of all sizes and industry sectors.

Critical to CPRS' excellence is Axis™, and enterprise program that has grown with the industry over four decades. Axis allows CPRS the ability to design innovative ways to recover assets quickly, economically and with superior customer interaction. Whether businesses are exploring outsourcing their entire collections or using a platform that allows them to control their own collections destiny CPRS can customize a solution to meet specific needs and performance requirements.

Ingredients for great experiences

DELIVERING EXCELLENCE

CPRS enables clients to overcome collection challenges by offering versatile, scalable and flexible solutions. We deliver a track record of excellence because we always put our clients first. AXIS™, the enterprise collections platform, is a collaborative management platform used for recovery. All types of debt: finite and dynamic, 1st and 3rd Party can be driven by Axis™. This software tool was developed within CPRS and this differentiates us from our competition. Axis™ provides clients with flexible collection strategies, robust reporting, and secure, accurate documentation of debtor interactions. Axis™ offers a complete suite of services by integrating *skip trace tools, LiveVox dialer, collector notations, payment methods, collection strategies including payment plans, settlement offers, and debtor communications including letters as well as email and SMS capabilities.*



Customizable Strategies

Email Notices



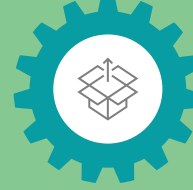
Systemic Compliance Controls

Automated Skip Tracing



Payment Portal/IVR Payment

Document Imaging/Storage/Retrieval



3rd Party Focus

An overview of the CPRS Axis™ diverse range of offerings

CPRS Axis™ is one of industry's leading debt collection platform which consolidates all the customer account information, simultaneously integrating existing backend platforms like credit card, loan management, etc. with an ability to provide user level access based on the requirement. It helps businesses reduce delinquency, increasing collections on charged-off debt and streamlining processes like bankruptcy, foreclosure, repossession and fraud tracking.

Some of the key differentiators of CPRS Axis™ are:

- API connectivity to enable wide scale integration with existing platforms and solutions suites
- Integration with backend systems like Credit management, loan management, etc.
- Debt Aggregation by Debtor- Customers with more than 1 account, the overall information is available on one screen. Ease to navigate to other screens for detailed information
- Account specific configuration - Configuration of the view is based on the Client request, information needed, placement of the information
- Ability to search information directly on the screen using the search button
- Effective queue management where client based queues can be created
- Queue assignment to any location based on Skill, Staffing &/or other requirements
- Customizable pop boxes for collector alerts
- Customizable collection strategies by debt type to include charge-off and outsourcing
- Inherently compliant with important regulations like FDCA and PCI, etc.
- Data Management – Indexing to provide indexing to the Volumes based on client requirement
- Data Management - Collection strategies to provide solutions/strategies based on predictive analytics
- Automation of dispute and complaint processing through to resolution.
- Capable of integration with FIS Output Solutions for customized, system-generated letter templates
- Communication capable via email and SMS
- Robust reporting for all collections activities - All reports can be published in formats like CVS, excel, pdf, etc. and the system has the ability to directly send it to a FTP, Email, etc.
- Training module - Demo environment for the new users to get a walkthrough and get practical learning of system
- Reports and dashboards - Generate reports based on clients, code category, etc. with a supporting dashboard
- Business Continuity Plan with ability to continue the running business with the backup framework
- Superior Soc 1 – Type 2, PCI DSS, and CTA results

Every journey starts with a single step

TURN EVERY STEP INTO A SUCCESS STORY

KEY FEATURES

➤ Collector Q

The presence of an in-built process effectively manages case assignments to a docket. With a docket calendar, it becomes simpler to manage docket types and dates, identify the accounts with highest value and further assign them to the appropriate date. In addition, the docket reports will summarize all the cases pertaining to a docket date.

➤ Automating Operations

With this, manual task can be minimized, enhancing the agent's efficiency. There is no requirement of manually importing or exporting data and hence, minimizing data checks and prioritizing customers.

➤ Credit Bureau Reporting

A feature that provides organization an ability to report to debtor and integrate the credit report data to the leading credit bureaus.

➤ Dialer Integration

Our seamlessly integrated dialer interface will help in reducing training time, upgrade the productivity of collector, real-time reporting and direct recording of dispositions to the database.

➤ Portfolio Tracking

Organizations can customize business segments to monitor performance via scheduled reporting, ad hoc reporting, and custom trend alerts.

➤ Compliance Automation

Responsive to the highly regulated financial sector, AxisTM reduces human error through compliance-based programmatic controls governing consumer contacts.

➤ Document Management

Large volumes of documents can be created, printed and scanned by automating the document production. The application will have links to access documents with multiple in-built features.

➤ Streamlined Collection Cycle

❑ Process Automation

- Customer Service Inquiries
- Validation Notices and Letter Campaigns
- Payment Collection
- Recovery from Consumers and Enterprises
- Loan Write-offs
- Payment Reminder Calls

❑ Collection Analytics

❑ Self-Service Portal

SUCCESS STORIES

A leading U.S. based financial services provider struggled with high production costs involved for internal/existing clients and wanted to elevate accuracy of the critical first chargeback.

Post onboarding FIS as a technology partner, the client transitioned from the manual case processing to the RPA-powered fully automated dispute chargeback processing system. They managed to decrease the production cost by 76 percent and at the same time increased accuracy levels to 100 percent plus.

WHY FIS

Strict Compliance: In-house compliance management system with oversight performed on three levels – program, resource and technology

Process Audits: Regularly scheduled internal and external audit processes and compliance testing

Industry Veteran: Experienced staff with combined management experience of more than 100 years in collections

Quality Assurance: Rigorous call quality management and complaint handling that leverages our one stop regulatory portal (RegU) for all the learning and certifications



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