


directcollect<sup>sm</sup>

c o m m u n i c a t i o n s



DirectCollect<sup>SM</sup> gives you the power to connect with your late payment customers more effectively, and reduce your contact costs by more than **20%- 40%**. Send thousands of late payment reminders in just minutes and improve customer care while increasing your amount of debt collected.

## The Power to Retain More Customers and Accelerate Payments

Looking for a cost-effective way to recover more debt? Then look to West Asset Management's DirectCollect<sup>SM</sup>. It's an automated messaging solution using multi-channel contact strategies such as voice, SMS, and email along with right party contacts (RPCs) and advanced analytics that makes it possible for you to accelerate your cash flow without increasing your receivable management expenses.

## Automation – Improve Customer Reach and Frequency While Reducing Contact Costs

We know that automation messaging needs to be personalized to be most effective. Unlike automated or predictive dialers, DirectCollect<sup>SM</sup> lets you create specific and courteous notifications to each unique customer. Our multi-dialing system allows your notifications to be delivered by voice, SMS text or email and has the ability to send over 500,000 automated messages per hour—saving you both time and expense labor and postal costs.

Your message can be personalized using custom greetings, customer name, payment due dates or any other appropriate information. DirectCollect<sup>SM</sup> makes it possible for you to connect with your customers through multiple languages, dialects and highly personalized voice, text or email files. Additionally, we have established relationship with carriers & aggregators to ensure Free-To-End-User (FTEU) messages are delivered at no-cost to your customer. The result is a highly personalized payment message that makes it easier for your customer to engage and improves your likelihood of increased payment activity.



## User Interface – Campaigns at Your Fingertips

Imagine having immediate access to create and modify your collection campaigns. Imagine being able to update customer information with easy web-based access. Our automated collection solution User Interface is designed to do all of this and minimize the amount of resources you need to manage your collections program. Instant web-based access to user-friendly screens puts you in the driver's seat and makes it easy to create and modify your collection campaigns and strategies right at your desktop without requiring IT resources or programming.



### Right Message at the Right Time

With DirectCollect<sup>SM</sup>, you will never miss an opportunity to connect and receive payment from your customers. Our intelligent call routing solution, "Right Party Connect", will automatically route your customer to the most qualified agent. Additionally, our customer centric logic customizes the caller IDs, automates right party verification, initiates intelligent retry logic and lets your customers respond immediately with automated payment options.

### Analytics for Better Decision Making

Knowing more about your customer helps you to make more effective and profitable decisions that will improve your collection programs.

DirectCollect<sup>SM</sup> provides you with customer knowledge, campaign performance and recommendations through our automated champion/challenger model. Our state-of-the-art data tools expedite customer data for faster decision making. Our multi-disciplined and cross-functional analytic solutions also assist you with defining and applying strategies that can immediately improve results. Immediate analysis and enterprise reporting are at your fingertips allowing you to make changes on demand to your current collection campaigns.

### The West Asset Management Difference

By proactively contacting past-due customers with DirectCollect<sup>SM</sup>, you can dramatically reduce your contact costs and increase your rate of payment. Be ready to experience the following results:

- Reduce the number of Days Outstanding
- Increase Cash Flow
- Save money with Right Party Verification
- Retain more customers



performance focused