

INCREASED RECOVERY AT LOWER COST THROUGH BETTER AGENCY MANAGEMENT



CLIENT EXPERIENCE

20% improvement
over traditional methods

15% performance
lift using automated
reconciliation

70% decline in
disputes

Introducing PlacementsPlus from C&R Software

PlacementsPlus is your secret weapon for account placement and performance improvement. It automates the placement of accounts to collection agencies while ensuring credit issuers retain complete visibility and control of the recovery process. PlacementsPlus processes millions of accounts for some of the biggest brands in banking, finance and telecom, with a successful track record spanning two decades.

C&R Software
Collections & Recovery Simplified

C&R Software's vision is to provide systemically complex systems which simplify collections and recovery for our clients. We strive to deliver solutions which are simple to deploy, implement, configure and use, enabling collections operations to drive process automation and easily adapt to change.

Delivers up to 20% Better Results than Traditional Placement Methods.

PlacementsPlus is the most comprehensive account placement and agency management platform in the industry. Providing seamless, end-to-end account management from primary stages to account closure, it delivers up to 20% better results than traditional methods. Business requirements and constraints are operationalized into effective decision making, enabled by a robust rules engine. Ongoing monitoring and benchmarking allow agency performance to be managed and questions to be addressed before they become issues.

A 15% lift can be attributed to powerful automated reconciliation of account and financial data, ensuring all accounts are being worked to the optimum.

Disputes also decline – a full 70% has been documented and this is not atypical – as compliance requirements applicable to your own business are easily enforced and updated.

Customer Level Collections

Working at the customer level makes it easier to assign all customer debts to a single agency. Functionality at this level means placement, recall and commission rules are defined

to take the customer position into consideration. The agency gets a more holistic view, improving customer service and the chances of payment. Business users can raise and respond to queries at the customer level, in less time, and more effectively.

Comprehensive Reporting Suite

Reporting is available out of the box with both summary and detail reports. A powerful OLAP-based interactive reporting framework allows for detailed slicing and dicing of data, resulting in valuable insights that promote continual improvement in placement strategies. The comprehensive reporting suite covers agency performance, account tracking, collection activity, account inventory, financial metrics, and other key benchmarks.

Agency Commission Management

Credit issuers maintain complete control over agency commission calculations and payouts. Commission management can be extensively configured, with the business rules engine offering flexibility and innovation in agency compensation schedules.

User Interface

PlacementsPlus provides a broad set of online capabilities for credit issuers and agency users:

Account Search and Inquiry:

Provides complete account status and history throughout the debt lifecycle, from initial placement to account closure.

Work Queues: Manages exception-handling requests and responses between credit issuers and their agencies, including settlements, complaints, documentation, recall extensions, legal, arbitration and fraud.

File Tracking: Gives business users visibility of all file exchanges between credit issuers and agencies, and the ability to track exceptions.

Rule Maintenance Center: Enables rule authoring and maintenance by business users.

User Management: Administrative features include the ability to grant granular access control, and in-depth login and user activity reporting.

Security: Supports the latest security standards with TLS 1.2, and certificates with 2048-bit encryption

Integrates with C&R Software Placement Optimizer

Combine PlacementsPlus with Placement Optimizer for a winning combination: better placement and optimized treatment using segmentation and optimization technology add up to ongoing improvements in agency and portfolio performance.

KEY FEATURES | BENEFITS

- **Account placement** with the optimal agency or attorney maximizes returns based on the right treatment every time
- **Account scrubbing** including debtor age, bankrupt and deceased accounts ensures unplaceable accounts are returned to the credit issuer for special treatment
- **Automated manual recall**, re-evaluation, re-placement of accounts and individual account monitoring ensures ongoing best action to maximize recovery
- **Configurable business rules** for portfolio management, segmentation and distribution allows users to adapt quickly to changing business needs and constraints
- **Extensive reporting suite** to analyze agency and portfolio performance provides useful insights for effective management of every agency relationship
- **Effective monitoring** of collection activities reduces disputes and helps credit issuers stay on the right side of regulation