METCORE COLLECTIONS FOR FINANCIAL SERVICES

Deliver valuable service while optimizing
Collections operations

A METCORE FINANCIAL SERVICES DATASHEET

MET CORE™
COLLECTIONS & RECOVERY

KEY FEATURES

- ✓ Customizable & Autonomous Workflows
- ✓ Clean & Responsive layout
- ✓ Highly secure access
- ✓ Configurable Collections Strategies
- ✓ Highly Efficient Collector Workbench
- ✓ Automated Reminder and Dunning Letters
- ✓ Audit management
- ✓ Seamless desktop session mobility between PCs, laptops, and mobile devices
- ✓ Legal Proceedings
- ✓ Visual Report Analytics

KEY BENEFITS

- Designed for Network Environments
- Transform, Streamline and Automate Collections Management Processes
- Secure, global access to centralized data and applications
- Increased laser-like focus on workflow productivity

KEY CHALLENGE

Collections departments are challenged with minimizing losses and controlling costs while delivering a sensitive service experience that retains valuable customers. Manual tasks and disjointed collections systems lack the intelligence and agility needed to instantaneously deliver customer-centric experiences, increase collections success and reduce costs.

THE SOLUTION

Metcore RLCS offers a unique combination of personalized, dynamic case management, best practice, rules-driven automated processes, and real-time decisioning to help resolve debts, accelerate collection rates, retain valuable customers and reduce the number of contacts needed to drive cases to resolution while ensuring compliance and reducing operational costs. Collections representatives can personalize each customer interaction, recommend relevant, optimal payment plans in real time, and be guided through the delivery of targeted risk management strategies. The result is consistent, compliant interactions across multiple accounts and channels that allow lenders to be customer-centric while increasing collection rates and operational efficiency.

PRODUCT HIGHLIGHTS

Metcore Recovery Loan Collection System (RLCS) is a web-based client-server application tied to a single MS-SQL database, creating a centralized database for customer, loan, and portfolio information management. The application requires connection to Internet or local intranet network in order to save and retrieve data to database, view and edit data, as well as perform other administrative tasks. The application is also platform-independent and has been designed to be responsive across desktop and mobile screens. After installation, RLCS can be used immediately without any further configuration. A complete audit trail tracks user and system-generated activities for tighter control.

- Reduce average handle time
- Leverage Predictive Analytics to Maximize Collections and Minimize Risk
- Gain over 50% reduction in operational costs and over 25% improvement in DPD rates
- View, Import and Export Report System Data instantaneously

Customizable & Highly Efficient Autonomous Workflows

Workflow Plans streamline all key collections processes (telephone and field), including pre-collections and legal debt recovery actions. Metcore Collections supports both in-house collection centers as well as outsourcing agencies.

Customizable Call Strategies and Business Rules Engine ensure the minimum average time and resources is spent by collectors on each case

## Facilitate decision making at all management levels

Metcore offers extensive analytic capabilities to fully support collection processes real time monitoring and historical reporting. The system offers the capability to create reports and graphs that provide vital information to support both planning and rescheduling procedures as well as long-term strategic decision-making processes. Managers at any level can use advanced analytics tools to reach optimal decisions, to monitor agent productivity and performance, while measuring the effectiveness of the implemented strategies.

Adaptive Analytics and Reports

Apply adaptive analytics to recommend relevant customer treatments in real time based on factors such as customer behavior, payment history, and interactive customer responses.

Automated monitoring tracks payments against a promise or payment plan, incorporating payment behavior into contact strategies and process guidance.

Predictive analytics and adaptive decision management anticipate needs, recommending the next best action, contact outcome or suggest relevant contact outcomes to collectors in real time.

BENEFITS
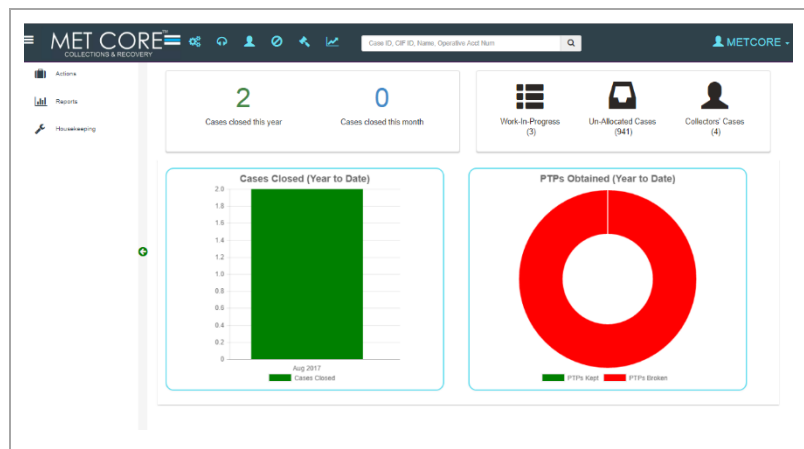
RELATED PRODUCTS

Our services offer enterprises the ability to start small and grow to sensor-enabled deployments

- Tele-service collectors
- Risks Consulting

ADDITIONAL INFORMATION

More information can be found at: *metcore-app.azurewebsites.net*

- Metcore Provides for Efficient and Effective management of Collections Data. This package has extensive (industry) field-testing and has been enhanced intuitively to meet user needs and to support technical and non-technical users.
- The Metcore audit trail insures data integrity for users and their clients. This increases confidence in billing accuracy.
- Real-Time Application monitoring means that the IT Support Staff can focus on immediate problems and not waste time visiting sites that do not need attention.

TECHNICAL SPECIFICATIONS

Installation Platform Requirements
• Linux 5.8, 6.3, 6.4 (64-bit) and later updates
• Windows Server 2008 R2, 2012 and later (32-bit/ 64-bit)
Supported Desktop Requirements
• Windows Server 2008 R2, 2012 and later (32-bit/ 64-bit)
• Windows 7,8, 10 and later (32-bit/ 64-bit)

ABOUT METZGER LIMITED

A.T. Metzger LLC (Metzger Limited) is a business advisory and professional services company specializing in risk management, strategy and management consulting. We are a proudly Nigerian company established to meet the need for indigenous quality and professional advisory services. Our principal promoters have diverse experience in Strategy, Risk Management and Management Consulting having spent many years in Accenture, the global management consulting company. Combined, our primary business promoters have over 50 years quality experience across banking and professional services industries, having worked for many years in reputable companies such as Accenture, First City Monument Bank and United Bank for Africa.

CONTACT US

Business Address:
114 Herbert Macaulay Street, Ebute-Metta East, Yaba, Lagos

Telephone
+234 802 295 1553
+234 809 231 4020

Email
info@atmetzger.com

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