CASE STUDY

Sagacity
Part of **Accenture** Song

Collections System Implementation Programme

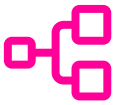
Client
'Big Six' Energy Supplier

Consulting

Client Problem & Impact

Our 'Big Six' energy client needed to replace their in-house debt collection system with a new industry proven system to increase collection rates and improve operational efficiency.

The requirements included new customer debt segmentation capabilities, collections paths and agent functionality as well as integration with their CRM and other existing platforms.



Operating Model



Analytics & Migration



Agent Training

How Did Sagacity Help?

Using our delivery approach and subject matter expertise, we introduced several activities in order to implement the new collections system, including:

- establishing an understanding of the 'as is' solution
- performing gap analysis on key collections capability
- defining requirements and new supporting processes
- conducting collections analytics to support new segmentation
- designing the target operating model
- creating and delivering against the collections migration strategy
- training and briefing 3000+ agents
- defining key metrics and delivering ongoing reporting

Outcome & Business Benefits

>1m customer accounts migrated

The client's new collections system was implemented in accordance with agreed time, cost and quality metrics with more than one million customer accounts successfully migrated.

The system was launched with no Priority 1 or Priority 2 defects and achieved a 10% increase in collections performance with a more robust operating model.

enquiries@sagacitysolutions.co.uk
sagacitysolutions.co.uk