

# Newgen's Collection Management System

*Boost revenue by proactively managing and optimizing your collection/recoveries with our AI/ML-powered low code platform*



# Overview

In today's dynamic banking landscape, effective collection management is more crucial than ever. The collection department sits at the center of credit line, customer experience, credit risk, product, and operations. And Financial Institutions (FIs), need to do a lot more than just collect or recover bad debt. Streamline collections operations and improve their efficiency is the back bone of any collections system. In the wake of the Great Recession, FIs were forced to rapidly expand their collections departments. Keeping in mind customer expectations and the rapidly changing economy, it is time for FIs to evolve with the help of technology. To achieve process automation while mitigating risk, a state-of-the-art Collection Management System is the key to success for FIs.

## Typical Challenges Faced by FIs in Collection Management Process



# Newgen's Solution for Collection Management System

Explore Newgen's robust collection management system, built on a configurable low code platform, to automate the end-to-end collection management process at scale. The comprehensive solution enables financial institutions to maintain strong cash flows, streamline operations, maximize recoveries, and ensure compliance. The solution supports all types of customers, such as retail, corporate/commercial, and SME/MSME, among others. Newgen's collection management system provides omnichannel support, including back-office channels, mobile applications, agent portal, and lawyer portal.

## Key Features of the Solution

**Integrated Platform:** The solution provides a unified platform that can seamlessly integrate with your existing banking systems

**Customer-centric Approach:** Gain a 360-degree view of your customers' profiles, enabling personalized and empathetic collection strategies

**Workflow Automation:** Automation of routine tasks so that your knowledge workers can focus on complex cases. Create efficient workflows and prioritize accounts for optimal resource allocation

**Secure and Scalable:** Built with robust security measures, it protects sensitive customer data. The solution scales with your institution as it grows

**Performance Tracking:** Monitoring of team performance by tracking (KPIs) in real time

**Recovery Tools:** Availability of recovery tools, including litigation, repossession, restructuring, write-off, OTS, valuation, insurance, etc.

**Compliance and Reporting:** Built-in compliance features and reporting tools to generate comprehensive reports effortlessly

**Optimized Resource Allocation:** Prioritization of accounts based on risk, potential recovery, and past trends

**Configuration:** Seamless tailoring of the software as per bank's unique debt collection requirements

**Dashboards:** 360-degree process monitoring with role-based personalized user dashboards

**Target Allocation and Incentive Management:** Weekly, quarterly, and monthly targets and rules-based incentive tracking

**Skip Tracing:** Debtor tracking using traditional and advanced methods

**Early Warning:** Proactively identifying and contacting customers who are currently up-to-date or just became past due, but have a predicted high risk of becoming delinquent

# Newgen's Collection Management Solution Benefits

## Maximize recovery

Improve debt recovery rates and boost revenue

## Enhance efficiency

Automate repetitive tasks and reduce manual work

## Reduce costs

Lower operational costs and enhance profitability

## Improve customer experience

Maintain positive customer relationships with respectful and timely collections in place

## Ensure compliance confidence

Stay on top of regulatory changes and ensure compliance at all times

## Improve visibility

Get real-time visibility into KPIs and collection status

## Accelerate collection

Automate and speed up collections actions

## Manage resources

Manage agency, lawyer, and field agency efficiently

## Automate end-to-end collection

Increase digital resolution, enhance legal inefficiencies, and unlock faster conversion

## Advance with low code

Achieve faster management with low code



# Maximize Recovery and Efficiency

## Digital Collections

- Improve agent productivity with predictive and progressive dialers
- Boost efficiency of your delinquent and non-delinquent portfolios
- Strategize your digital channels efficiently (SMS, EMAIL, WhatsApp)

## Mobility Collections

- Collections on-the-go
- Gain a competitive edge in your debt collection process with innovative mobile-first capabilities and superior third-party agency management
- Empower field agents to navigate to the borrower's location with Google Maps

## Recovery & Legal

- Automate your recovery and legal workflows
- Increase recovery rate with enhanced workflows for settlement/foreclosure, repossession, OTS, and auction
- Optimize litigation tracking with support for all types of legal actions

# Drive up the Collection Rates with Artificial Intelligence and Machine Learning Capabilities

## AI/ML-based Collection Strategies

Follow the most effective strategy as suggested by the AI model

## Advanced Analytics

Make data-driven decisions with insightful analytics to drive recovery strategies

## Self-cure Cases

Identify customers in early buckets with high payment probability

## Risk Segmentation

Risk segment stamping of customers using probability of payment model

## Communication Channel

Identify the most effective/preferred channel of communication

## Smart Allocation

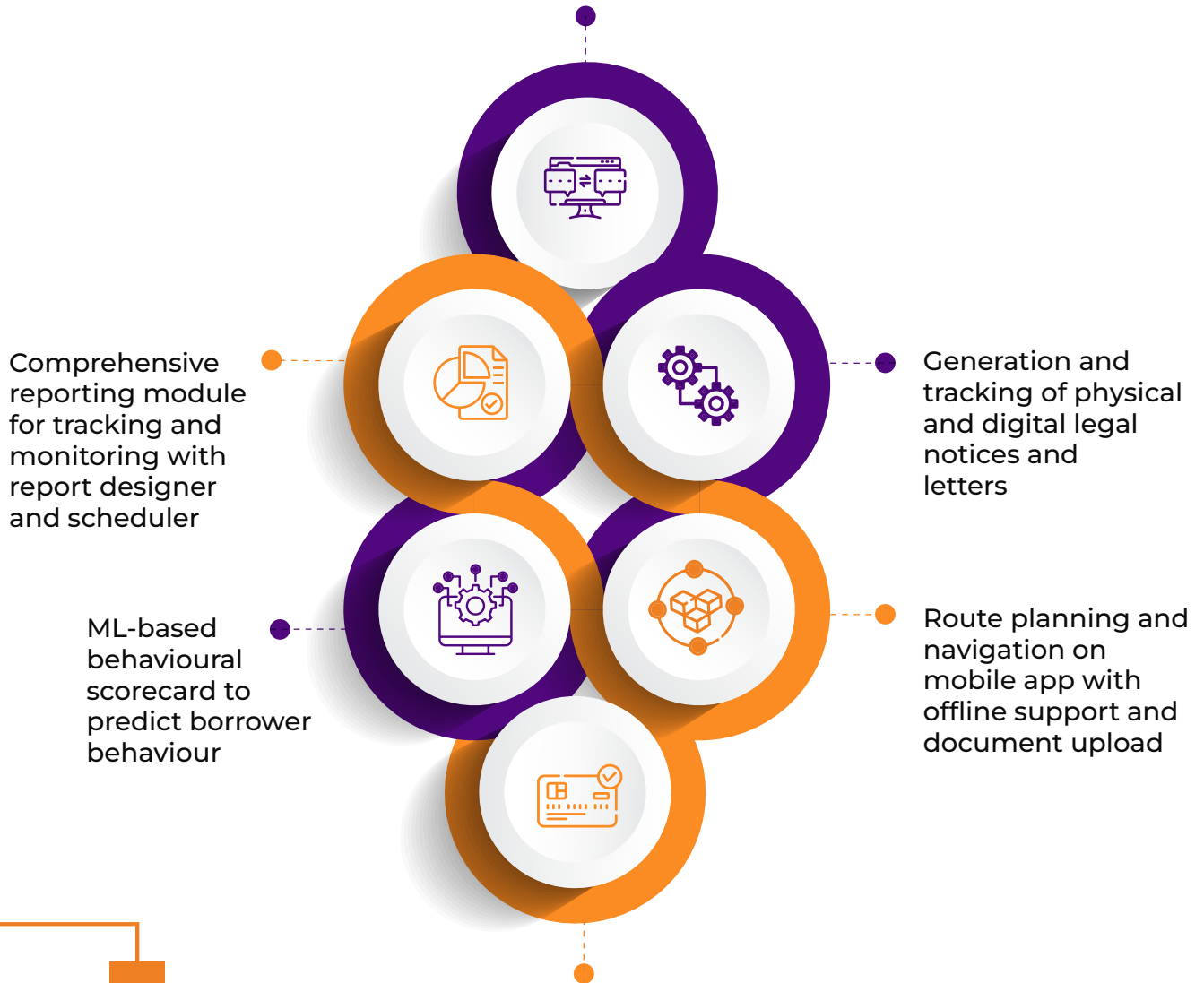
Automate allocation of cases to users with AI

## Predictive Analytics

Identify patterns and predict future delinquencies

# Making Collections Management Process Smarter With

Template generation for email, SMS, WhatsApp, and demand letters



Comprehensive reporting module for tracking and monitoring with report designer and scheduler

Generation and tracking of physical and digital legal notices and letters

ML-based behavioural scorecard to predict borrower behaviour

Route planning and navigation on mobile app with offline support and document upload

Easy access to borrower's entire portfolio with complete action history



# Why Trust Newgen as Your Digital Transformation Partner?

## Proven Pedigree

Successful implementation across globe

25+ banks and financial institutions

Highly experienced in the domain

30+ years in the business

Buzzing customers

100 thousand users accessing the platform

25% increase in collection efficiency



## Business Impact

Increase resolution rate by **24%**

Increase legal efficiency by **30%**

Reduce collection cost by **25%**

TAT reduction of up to **70%**

## Coverage

**60+** action codes with 80-85% pre-configured workflows

**400+** out of the box monitoring reports



# Why Newgen's Collection Management System Is Your Best Bet?

## Collection & Recoveries Automation

Automate complete collections and recoveries process with configurable workflows

## Pre-configured Views

- Collection manager
- Collection user
- Field agent
- Tele calling
- Legal team

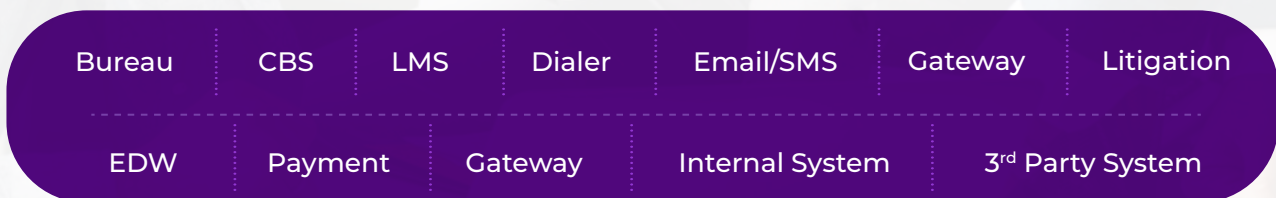
## Configurable Action Codes

Quicker change with configurable action codes and its associated workflow using low code

## Product Wise Configurations

Journeys based on product / LOBs (Lines of Business)

### Integrated Ecosystem



## About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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