

NRG Global Solutions

Client Profile

Customer Name: NRG Global Solutions

Industry: BPO

Headquarters: Brisbane, Australia

Challenge:

- Needed to lower operational costs
- Low agent efficiency and productivity levels
- Required a streamlined and well-managed collection system
- Wanted to expand the scale of the collections
- Required a solution for blended interaction with customers
- Solution should adhere to regulations and compliance of the company

Solution:

- Increase in debt recovery
- Reduced time for collection
- Reduced costs for collections
- Facilitated third-party integration
- Effective strategies to engage with customers implemented
- Minimized repetitive calls to valued customers

Introduction

NRG Global Solutions is a specialist in corporate debt collections providing customized services from reminder calls to tough, days past due collection calls. It has been using innovative solutions and strategies that are proven to deliver the best results to clients, while maintaining their brand.

Started in 2001, today it has corporate offices in Brisbane and Manila servicing a portfolio of several big ticket clients. NRG GS is known for its innovative approach to all facets of credit and collection solutions for its clientele.

Background

To be competitive in today's collections industry, the need was to maximize debtor's contact rates, provide collectors a unified desktop with immediate access to data, and ensure compliance with respective state/national regulations. Resource optimization and strong dialing capabilities were to be at the heart of debt collection operation as operational success was measured according to the number of customers reached and ultimately, the amount of recovered revenue.

Business Challenges

With bottom-line results becoming increasingly important in the highly competitive consumer financial services industry, as well as the growing volumes of consumer collections, there was a lot of emphasis on lowering costs and increasing the efficiency of the collections management process. A well-managed and streamlined collections management process was extremely critical for establishing successful consumer financial services practice.

To enable and support the ever burgeoning pressure of the collections activity, NRG planned an offshore center in the Philippines and evaluated various solutions for blended interactions with the customers. They required a complete contact center solution that could deliver this level of functionality and performance, ensuring compliance with regulations that would inherently increase agent productivity.

Solution

Drishiti implemented Ameyo Expert, a full-featured, blended solution with PACE module as an add-on.

The need was to mitigate risk by creation of multiple delinquency levels, and create separate strategies to effectively engage customers with different past records, and ensure compliance to minimize repetitive calls to valued customers. Customers were bucketized and campaigns were selectively created to cater to each one of them with specific and relevant agent skill set for increased coherence.



About Ameyo

AMEYO is the flagship solution from Drishti for complete CIM. It has been designed to add value to the businesses and pave way for a structured growth. AMEYO customers enjoy significant increase in efficiency levels, reduction in operational costs, flexibility, consistent user experience and a demonstrable ROI.

With key features like ACD with dynamic queuing, skill-based routing, blended calling capabilities with multiple dialing modes, user-friendly CRM, easy integration with most collections software, pre-integrated Voice Logger, cradle-to-grave reporting, Quality Monitoring (Barging, Snooping, Conferencing), and resource management effectively enabling a robust solution.

The CRM was also implemented to collect basic interaction data and then integrated with the back-end system (Kollect) to give a 360 degree view of all interactions.

Special add-on features like multiple number dialing for the leads having multiple numbers for the customer and all numbers being dialed and if any one of them was connected then the other two should not be dialed. Time zone for all campaigns for dialing multiple contact numbers in different time ranges for the same customer.

Other features including a robust IVR/ACD for reducing agent fatigue and enabling customer self service and first call resolution were part of the standard offering.

Results and Value Add-Ons

Increased debt recovery—Become more time-efficient, and be able to collect more. Agents became more efficient as AMEYO gave them all the information they needed in a single environment with full interaction history, knowledgeable scripting, debtor bucketization based calling.

Reduced time for collection—Connecting to more debtors in a short span of time while using Predictive, Preview, or Progressive dialing mode according to the debtor bucket and call history with routing and implementing queue management and above all real time monitoring.

Reduced costs for collections—A mechanism to regularly update and notify customers about an outstanding bill, through an automated unified communication mechanism with subsequent history feature enabling more intelligent calling with increased number of valid contacts per agent and thereby reducing the overall collection costs.

Manageable third-party integration—AMEYO can easily integrate with other third-party applications, enabling an enterprise-wide view of the customer. Integration with any relational database minimizes the time, cost, and resource requirement.

Our Customers

Our customers are our assets and we cater to them to our utmost ability; always striving to satisfy them with our commitment and endeavor.



Awards & Appreciation

