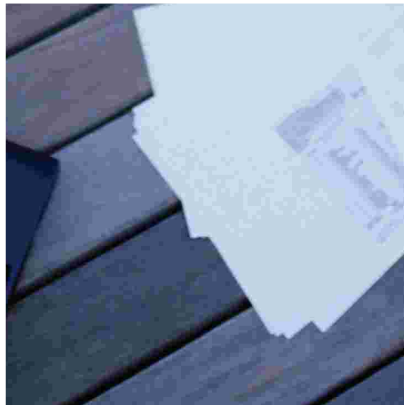
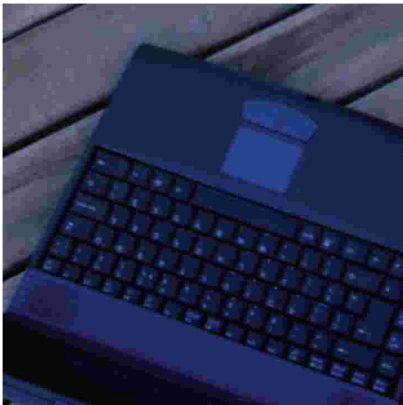
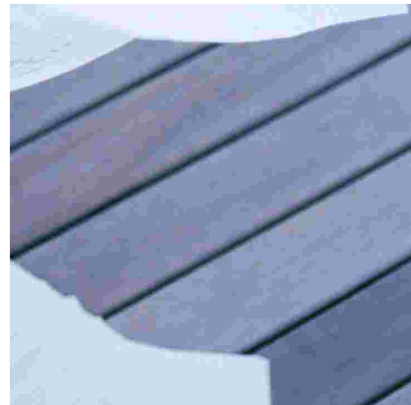


**Integrated
Collections
Solution**



Improve your Credit Control and Collections operations

Industry estimates revenue loss due to customer bad debt anywhere from 5% to 15% of total revenues. Facing fierce competition and diminishing ARPU, Telecom Operators have to ensure the rightful payment for the services provided to customers, preventing and collecting overdue debt as efficiently as possible.

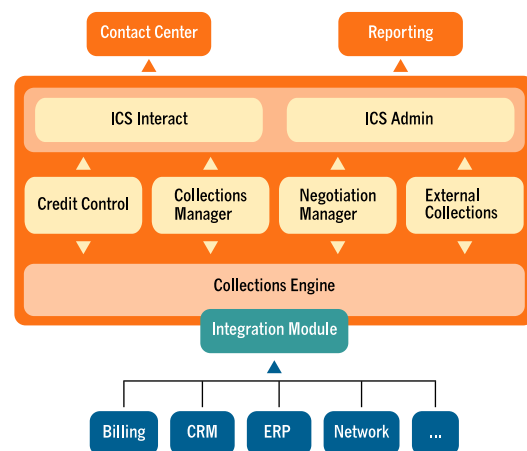
There is a clear need to automate credit control and bad debt collection processes and integrate them with operational and business support systems, namely Billing, CRM, ERP and Network.

ICS - Integrated Collections Solution

ICS is a highly flexible and easily configurable solution to automate and continuously improve your credit control and collections operations.

ICS combines several different actions to achieve maximum effectiveness and efficiency preventing and combating bad debt:

- Letters
- Emails
- Calls
- Short Messages (SMS)
- Voice Messages
- Net Actions (Total and Partial)
- Credit Bureau
- Internal Black List
- External Collections Agencies
- Payment Agreements
- Write-off



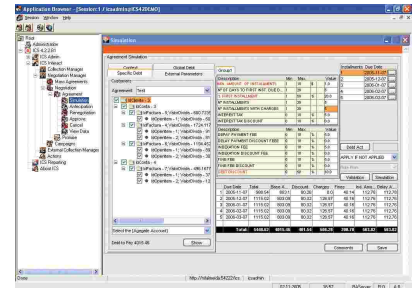
Solution Modules

- The **Credit Control** module monitors usage from each customer and compares it with the customer's credit limit. Based on the credit usage and bill cycle days elapsed, several actions aiming to prevent default might be performed, as configured in the applicable credit control scenario. ICS supports multiple scenarios. If the usage value exceeds the credit limit or the partial value established, the customer is included in the process and, according to the rules defined, several actions are generated for the customer. The credit limit strategy is configured using several criteria (e.g.: customer type, credit score and behaviour score, among others) to decide which scenario should be used for each customer.
- The **Collections Manager** module monitors customers' bad debt and using user configured segmentation strategies, based on several criteria such as 'customer type', 'risk scoring', 'overdue amount', among others, decides how to handle each situation applying different collection scenarios. Each scenario comprises several collection actions aiming to persuade the customer to pay. The collection actions templates are provided and automatically filled and executed as configured, within the collection scenarios or by hand through the manual actions features given. ICS provides extensive easy to use features to manage and execute strategies, scenarios and actions, automatically and manually.
- The **Negotiation Manager** module supports the simulation and establishment of payment agreements with customers and controls them from the moment of the request to the conclusion or breach of the agreement. Payment agreements can be a Promise (term for payment postponed for a predetermined date) or a Payment Plan (several instalments /amounts payable in predetermined dates). These are defined considering flexible parameters (e.g.: number of instalments, period, calculus method, commission fees, interest rate).
- The **External Collections** module manages the interaction with external collections agencies. ICS enables the creation of packages based on different criteria, the distribution of them to the different external collections agencies and the tracking of them as the rules defined. For each package commission payment rules are established and calculated, such as recovery rates and achievement bonuses, as well as the negotiation limits for the invoices overdue.

User Interfaces

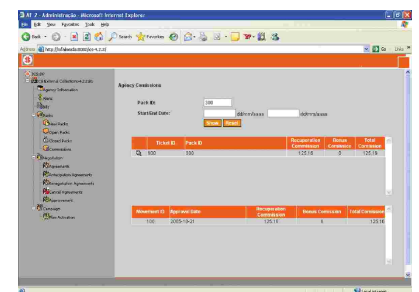
ICS Interact

Perform daily collections activities. Browse information about customers' debt, accounts and invoices, view all executed and manage the planned actions. Migrate, suspend and deactivate customers from the attributed scenarios. Create and execute mass actions for user selected customers, accounts and invoices. Negotiate payment agreements and manage the interaction with external collection agencies.



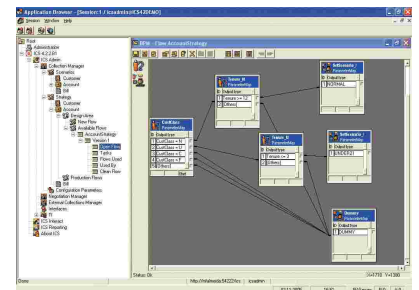
ICS External Agency Interface

Provide your collections agencies with a web interface where they can browse the packages and invoices to be collected, their status and specific alerts. They can also use it to negotiate the payment agreements according to the policy you have defined.



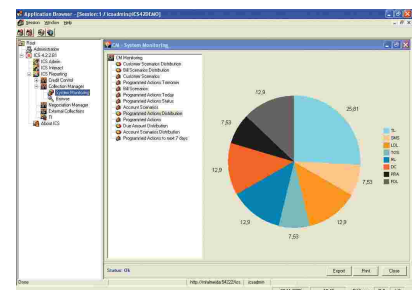
ICS Admin

Configure the credit control and collections rules through an easy to use drag & drop interface – for example all the decision trees with the strategies, scenarios and actions are designed herein. Configure all the actions to be executed using the available templates that, whenever applicable, will be filled with appropriate content. Schedule and manage all the tool internal processes taking into consideration the load and availability of external systems.



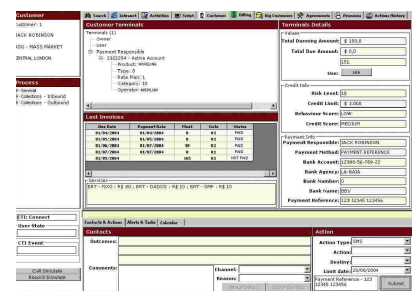
ICS Reporting

View operational information about credit control and collections main activities, such as clients distributed by each scenario, actions distributed by type. Browse it online (as a table or a chart) and export it to excel.



Collections Contact Center

Contact with your customers, inbound and outbound, and perform your collections activities having access to all relevant details about the customer, accounts and overdue invoices, collections actions and contacts history. Being fully integrated into a call centre environment, have easy access to the necessary tools to negotiate payment agreements and enable immediate payment.



Benefits

PROVEN SOLUTION

ICS benefits from know-how, experience and references acquired by WeDo from major telecom operators worldwide. ICS has been selected and successfully deployed worldwide to several fixed, mobile and cable communications & media providers.

HIGHLY FLEXIBLE PRODUCT

ICS is easily configurable using a Drag & Drop user interface to respond to Operator's specific requirements and empowering the collections team to implement the most appropriate actions.

COMPLETE, INTEGRATED AND POWERFUL AUTOMATED

ICS covers the credit control and collections lifecycle within one tool being close integrated with the Operators' systems, network and business systems, and enabling an outstanding degree of front and back-office automation.

MODULAR, EASY TO INTEGRATE AND MAINTAIN

ICS easily integrates with different BSS and OSS and adapts to Operators' specific needs. Being modular and highly configurable it enables phased implementations, systems and processes change and the introduction of new processes, services and systems.

PERFORMANCE AND SCALABLE

ICS architecture and technology enables its implementation from small to very large operators. It includes state-of-the-art technology developed for maximum performance without affecting other systems performances.

Offices

'Pleasure in the job puts perfection in the work' *Aristotle*

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