

CGI helps a large credit union maximize the effectiveness of collections treatments and resource utilization



Experience the commitment®

THE CHALLENGE

This large credit union faced productivity opportunities related to a fast growing portfolio of consumer and credit card loans. Additionally, they were experiencing rising delinquencies and charge-offs resulting from the tightened credit market. The credit union wanted a collections solution that incorporated customer information, risk-based segmentation and automated treatments in order to prioritize work based on risk level and in turn, maximize the effectiveness of collections treatments and resource utilization.

THE SOLUTION

CGI helped this large credit union transition from traditional age-based collections to sophisticated risk-based collections by combining CGI's industry-leading CACS® collections solution with its advanced decision management tool, Strata® Enterprise. CGI also provided business process consulting and change management services, resulting in the complete reengineering of the collections department, positioning the organization for future transformation and growth.

RESULTS TO DATE

By transforming its collections approach, this large credit union has become a more cohesive, strategic and analytically driven organization. The credit union has a new methodology for testing collection strategies, evaluating performance and making improvements. The result is enhanced agent productivity and collections effectiveness.

“We are taking strategic steps to ensure our collections operations improve and adapt with current market conditions. CGI's expertise in the credit industry combined with their technology solutions made them the right partner to help us achieve our strategic goals.”

Senior Vice President of
Consumer/Credit Card Lending



CASE STUDY

Banking

KEY BENEFITS DELIVERED

- Transition to a single, integrated collections platform
- Collector productivity improved by 20-25%
- Credit card charge off rates relative to the industry improved about 30 base points.

ABOUT CGI

Founded in 1976, CGI is one of the world's largest IT and business consulting services firms. We help clients achieve their goals, including becoming customer-centric digital organizations, through high-end IT and business consulting, systems integration and outsourcing services combined with a unique client proximity model and global center of excellence network.

cgi.com

© 2020 CGI INC.