

- *Maximize agent productivity*
- *Optimize calling schedules*
- *Increase dollars collected*

UK Consumer Lender

20% Increase in Right-Party Contacts With No Increase in Staff

Business Need

Our client is a major, fast-growing consumer lender in the UK. They provide a wide variety of custom solutions to their clients, including personal and retail loans and credit cards.

The introduction of a new product triggered rapid growth in our client's customer population. As this product continued to grow, so did the total number of customer delinquencies. In order to keep charge-offs from rising, our client needed to reshape their collections operations.

Our client's goal was to generate equal or better collections results for their increased account volume, without raising their staffing requirements.

Solution

CallTech™, Austin Logistics' best-time-to-call software.

Operation

By using data contained in our client's daily download along with calling history, CallTech built a highly predictive model which determined the best time to reach each account.

Results

CallTech took the guesswork out of "when-to-call" by creating an optimized daily calling schedule for their agents to follow. CallTech's optimized schedule maximized this company's agent productivity by generating more right-party contacts and promises-to-pay per agent hour.

Summary of Success

Our client met their goal of collecting more dollars without increasing resources.



About Austin Logistics

Austin Logistics is a leading provider of analytic software and custom modeling solutions that use predictive intelligence to drive more profit from every customer interaction.

Austin Logistics determines the optimal treatment for each transaction by collecting disparate data from multiple sources and applying advanced modeling techniques. All Austin Logistics products are designed to deliver a six-month Return On Investment.

Austin Logistics, established in 1992, is headquartered in Austin, Texas. The company maintains business and development offices throughout the United States and in Asia.

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