



Sector_ **Banking**
Title_ **Debt Manager Implementation**
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Debt Manager Implementation

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“The high degree of tool parameterization allows the institution to implement significant changes in internal business processes without requesting assistance from the IT department. This provides the business with a great deal of flexibility and independence for adapting itself to changes in the marketplace.”

The goal of this project is the implementation of a new debt recovery and collections management tool for the bank debt collection department. The project executed included the following activities:

- Debt Manager Implementation, including the following signposts:
 - Milestone-1: overall tool implementation, ETL development, dialer integration, SMS, letter sending, corporate DWH and the implementation of recovery strategies for signature only type loans.
 - Milestone-2: the deployment of guaranteed and mortgage type loans.

- Milestone-3: the deployment of over-draft protection, lines of credit and client level strategy parameterization.
- Both corrective and evolutionary Debt Manager Maintenance, simultaneous to the implementation of the tool itself.
- DM Administration: (strategy configuration).

The banking sector has been one of the catalysts of the robust growth levels achieved by **everis** as a company. In the eyes of our banking sector clients, **everis** has become a recognized and reliable business partner.