Do these challenges sound familiar?

- Are record levels of collection activities exceeding the capacity of your organization?
- Are investments in technology improvements based upon predictive returns?
- Are multiple third-party relationships hampering your ability to control processes, prioritization and customer service?
- Are staffing challenges making it harder to maintain operations?

CGI solves the challenge

CGI Collections360 is the comprehensive managed service approach to collections and debt management. It encompasses the management of software, business processes, underlying IT and planning into a single cohesive suite. By providing a structure supported by technology that automatically assigns cases to the most cost-effective treatment streams, organizations are able to collect more, collect it faster, and do so at the lowest cost.

CGI’s approach

CGI packages its market-leading software with managed services and business process outsourcing in a highly configurable arrangement. Through a Proof of Concept, CGI can help organizations assess whether a collections managed service model will create significant value; explore alternative scenarios based on CGI value-creation levers and the client’s priorities; and develop a high-level solution and business case to present to executives.

CGI Collections360 at a glance

CGI Collections360 combines software, business processes, underlying IT and planning into a single, cohesive suite.
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.

Experience and expertise

- 35+ years of experience across all lines of business for credit lending and default management functions
- 350+ CGI Collections360 implementations for some of the world’s largest commercial and government organizations in 60+ countries
- Track record of delivering 10-25% in cost savings and 5-20% increase in debt collected
- 100% delivery success, with a dedicated collections practice serving clients worldwide
- $1 trillion in outstanding debt processed on a daily basis for a large global organization

CGI Collections360’s comprehensive and flexible range of support and services can be configured for each organization’s needs. Components can be purchased separately or in combination as licensed software. CGI offers implementation assistance and ongoing maintenance. Applications can be hosted on client infrastructure, with CGI providing onsite and remote monitoring, or on CGI infrastructure. CGI also can provide collectors and collection managers, as well as training and support staff.