

Digital Transformation Triumph: The ERP Journey That Generated 13 Mn USD in TCV

Overview

The client is a prominent financial institution with a legacy spanning over a century, offering a broad range of banking services, including loans, investment products, and digital banking solutions. To enhance its debt recovery processes, the client wanted to streamline and optimize collection operations ensuring revenue growth and business performance.



Objective

Augment digital debt recovery efficiency and performance with a unified ERP solution

Business Challenges

The client faced significant challenges with their existing collection system, which, despite achieving notable success, operated with decentralized monitoring and limited automation. To drive further improvements in operational efficiency and revenue performance, they recognized the pressing need for an integrated **ERP system** that could consolidate and manage all collection activities within a single platform.

- **Integration Issues:** Lack of integration in collection systems
- **CRM Gaps:** Disjointed CRM interfaces for field agents and contact centers
- **Operational Inefficiencies:** Lack in bot calling solutions and field agent management

The Solution

Conducting a detailed capability gap analysis, we developed a tailored, end-to-end debt recovery solution. The solution involved onboarding multiple OEM partners through a collaborative model and facilitating workshops for seamless adoption of the new processes. We implemented an integrated digital collection system incorporating SMS, email, IVR, chat and voice bots, payment link integration, tele-collections, and legal compliance. This streamlined, compliant approach boosted recovery efficiency and ensured higher performance outcomes.

Value Delivered

The implementation of digital collection system, automated routine tasks, provided real-time data synchronization and optimized resource allocation. This enabled faster collections with reduced operational costs and improved accuracy in decision-making.

13Mn USD

TCV generated through the digital collection system



Unified digital collections ecosystem implemented



Faster Resolution of Delinquent Accounts

Business Benefits



Streamlined Debt Recovery



Improved Compliance



Scalable Digital Collections Infrastructure



Cost Efficiency