

Capgemini 


Amazon Connect

Accelerating Collections with Pega and Amazon Connect



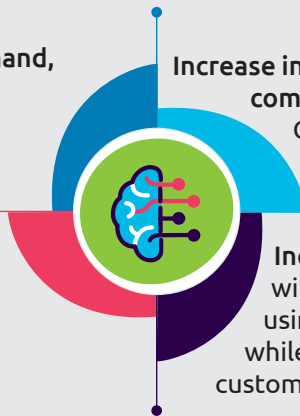
Collections Teams are dealing with lower staffing levels in the face of higher workloads due to COVID-19 related developments

Lender's operations can't cope with demand, with households' debt at an all-time high before the crisis and reduced call center operations.

Increase in delinquency rates and collections complexities, as the financial impacts of the COVID-19 unfold, causing unemployment and increase delinquency rates.

Ineffective contact strategy, lack of intelligence in customer segmentation leading to mismatch contact strategy, especially with the digital generation.

Increase recovery operational cost, with the need to stay compliant when using non-invasive collection methods, while KPI like cures, charge-offs, and customer satisfaction are deteriorating.



Our Solution

Capgemini's intelligent collection engine offers an omnichannel platform built on PEGA and Amazon Connect, and leveraging AI and machine learnings to drive contact strategy, routing, messaging, and payment solution to maximize self-care and customer satisfaction.



PRE-DELINQUENCY

Decide which accounts to extend automated forbearance, and identify vulnerable customers.



DELINQUENCY – CONTACT PRIORITY

Value at risk and collectability models to maximize the chances of collections via digital and traditional contact methods.



DELINQUENCY – CONTACT STRATEGY

Decide on what time, what channel, and what messaging to use to increase the odds of a successful contact effort.

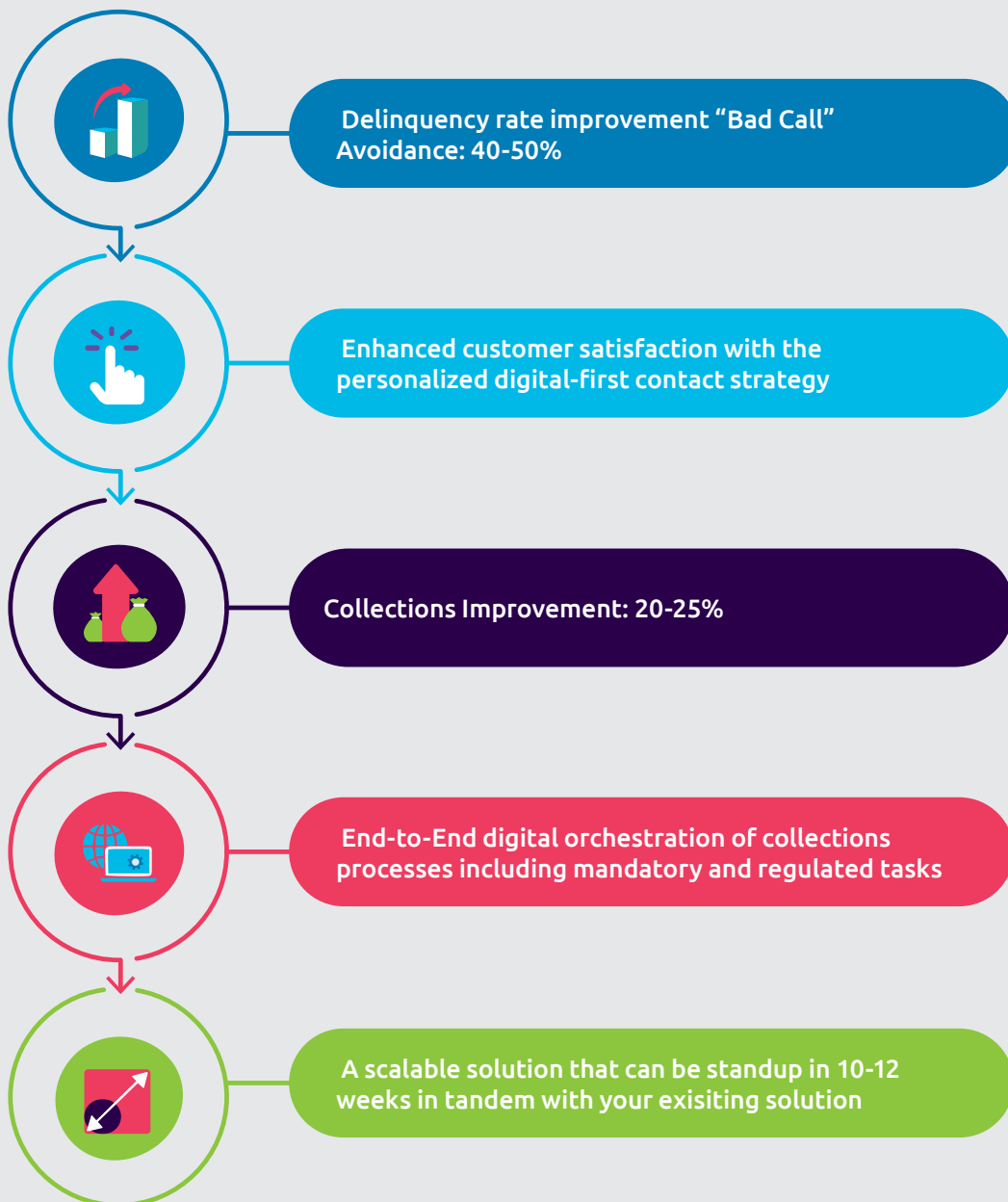


DELINQUENCY – OPTIMIZE OFFER

Provide a personalized payment plan to customers and a digital channel to make payments.



Benefits of our solution





To learn more about this solution, please contact awsleadership.fssbu@capgemini.com

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Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms.

Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion.

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