



*Chosen to reduce costs*

## BENEFICIAL DEBT COLLECTION SYSTEM FOR SI COLLECTION

Si Collection is one of the principal credit recovery companies at the national level. Previously, to consult necessary information, collection agents relied on a low performing portal. The data updated only after a 24-hour delay and was not accessible to mobile devices. The cost of running the portal, which was integrated with Si Collection's centralized management system, was very high. Si Collection needed to create a new portal that responded to the operative needs of the collection agents and that was perfectly integrated with an internal management system already in place.

After a competitive bid to choose the right service provider, the choice was made: WebRatio. Only 4 months from their first meeting with WebRatio, Si Collection introduced a high performing debt-collection system integrated with an SMS/email alert service accessible in real time with mobile devices. The debt collection agents can register all the recovered funds in the system, detailing the type and amount, prepare and print

the documentation in PDF and send files by express mail to headquarters. In addition the system allows the generation of precompiled payment notices that are easy to complete by collection agents and creditors, and to create daily business reports and printable files. The application also manages agents' appointment calendars directly in the system.

### WEBRATIO IN ACTION

- For the same daily cost, WebRatio ensured the project in one-third the time compared to other service providers. Si Collection, for their part, spent less on the development of the new application than the annual cost of maintenance of the old system.

- Thanks to the prototyping approach, after only 4 months from the first meeting with WebRatio, Si Collection deployed a standard application perfectly integrated with the internal IT system. Collection agents of Si Collection now have a valid instrument that speeds and facilitates their work, and guarantees access to case data and debtors' information in real time.

*We used to spend 40k€ on the annual maintenance of our old system while our entire new application cost 38k€. It paid for itself! WebRatio brought our payback period to 0.*

**Claudio Abad**  
IT Manager

### FEATURES

- Integrated with Alfresco
- Automatic profiling based on information extracted from the web
- Integrated with geolocation systems
- Generation of precompiled payment notices that are easy to complete by collection agents and creditors
- Agents' appointment calendars directly in the system
- Creation of daily business reports
- Automatic creation of printable files

### SI COLLECTION ACHIEVEMENTS ENCOURAGED BY WEBRATIO

**100%**

COST CUT

**x3**

DEVELOPMENT SPEED INCREASE

**4**  
MONTHS

COMPLETE DEVELOPMENT

