

Simplified Corporate Debt Collection Platform, With Intelligent Digital Solutions

Today, Financial Institutions (FIs) are demanding a seamless and efficient integrated delinquency management software module designed to provide profitability, maximizing recoveries, reducing Non-performing Assets (NPAs) while lowering operational costs. FIs are looking to focus on increasing the efficiency and productivity of collectors by implementing advanced technologies and optimizing workflows.

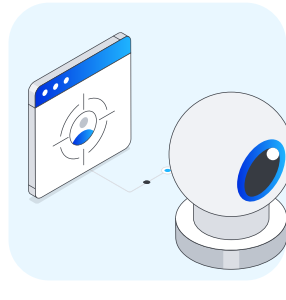
FinnOne Neo® Collections for corporate lending is a next-gen platform that empowers FIs with multiple layers of extensive collections strategies, an automation-ready framework, and ready digital APIs for quick and easy integrations. FinnOne Neo® Collections supports end-to-end customer follow-up activities and communication, highly configurable and customer centric, thus providing 360-degree customer exposure view to collection teams.

FinnOne Neo® Collections

The Ideal Solution for Corporate Lending



Composable Architecture with 80+ Out-of-box APIs



360° Corporate Customer View



Capability to handle changing regulatory requirements



Prioritize agent's cases based on business priority.



Communication Tracking



Omnichannel Customer interactions - WhatsApp, SMS, Email, Call



Real-time payment updates



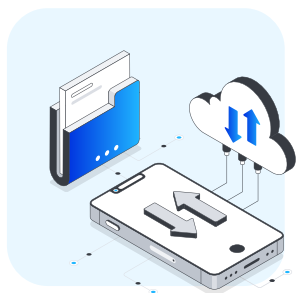
Audit Trails



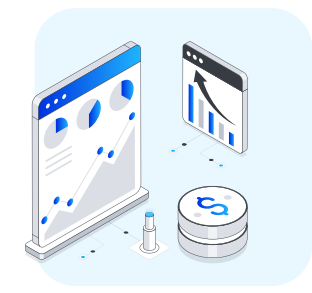
Customer Centricity



Litigation Management

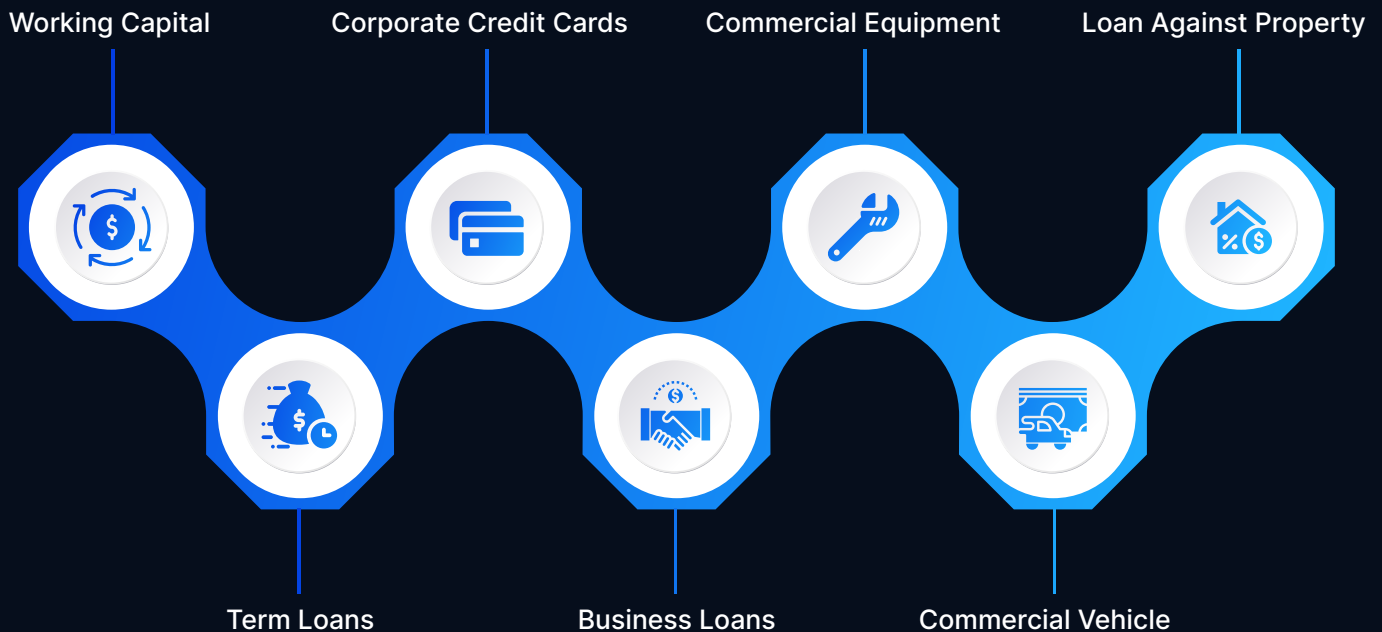


Automated Case Allocation



Governance on Charge Collections

Lines of Business Supported by FinnOne Neo® Collections for Corporate Lending



Key Advantages of FinnOne Neo® Collections for Corporate Lending

▶ Smarter Recoveries at a Lower Cost

Enhance recoveries at a reduced cost by identifying and utilizing cost-effective channels for reaching customers, ensuring more efficient and targeted approaches in the collections process.

▶ Minimize Delinquencies with a Composable Architecture

Unlock the power of digital collections through smart, composable solutions that include automation-ready frameworks and over 80 APIs. Stay ahead of delinquencies with an automated debt management and tracking system that provides real-time insights and responses.

▶ Drive Reduction in NPA Levels

Improve collector productivity by implementing tools that help prioritize work and manage delinquent accounts effectively. Scale your operations by leveraging data to unlock efficiencies and reduce non-performing asset (NPA) levels.

▶ Deliver Speed and Flexibility with a Cloud-Based Data Management Platform

Effortlessly manage diverse, high-volume data from various sources, including core banking systems, CRM, credit bureaus, and AI engines, using a scalable cloud-based platform that delivers speed, cost efficiency, and flexibility.

▶ Get a 360-Degree View of Your Collections Efforts

Provide a comprehensive collections overview across the team, with prompt next actions for telecallers and field collectors. Configure customer workflows, customize screens for telecallers and field collectors, and manage cases with detailed oversight.

➤ Automate Intelligent Workflows to Accelerate Results

Configure escalations with dynamic rules to ensure timely action, generate skip tracing requests, and automatically assign them to relevant teams. Create rule-based workflows to manage litigation, repossession and sales of assets, and settlements effectively.

➤ Augment Your Internal Data with an Increasing Number of External Data Sources, Pre-Integrated into the Solution

Maintain an online, real-time connection to core banking, card systems, payment systems, and other service systems to access updated payment and outstanding details. Connect to the auto dialer for inbound and outbound calls, integrate with IVR, and leverage multi-upload and download capabilities to streamline operations.

➤ Embedded Innovation and Compliance

Benefit from six monthly upgrades that include new functionalities and upgraded technology, ensuring that regulatory changes are implemented on time to maintain compliance.

➤ Seamless Collections, Bespoke Model

Effortlessly configure and manage the collections lifecycle, including soft calling, hard bucket collections, and legal case follow-up, with customizable screens and filters. Support omnichannel communication through SMS, WhatsApp, letters, and emails, with rule definitions for system processes and personalized calling scripts.

➤ Mobility Collections at Doorstep

Quickly assign cases to agents and enable paperless collections directly on mobile devices, ensuring efficiency and real-time updates. Agents can view detailed case histories, providing a 360-degree view of each account. They can collect payments from customers on-site, reducing the risk associated with handling float money. Additionally, agents can view their route maps and planners on mobile devices, optimizing costs and routes for better efficiency.

Results with FinnOne Neo® Collections

27% Increase in Collection rate*

10% Increase in Outbound Calls Resulting in Promise to Pay (PTP)*

**outcomes achieved by one of our customer*

