

# Powering a **single view of debt** to optimise collection management

CivicaCollect is a cloud hosted, multi-channel self-service platform for collection management. By providing a **single view of debt** and leveraging data analytics, it helps your centralised corporate debt team make better decisions and support citizens to better manage a single payment plan suited to their circumstances.



Maximises  
collection rates



Data-driven  
intelligence



Securely  
hosted in the  
cloud

## Safeguarding your citizens

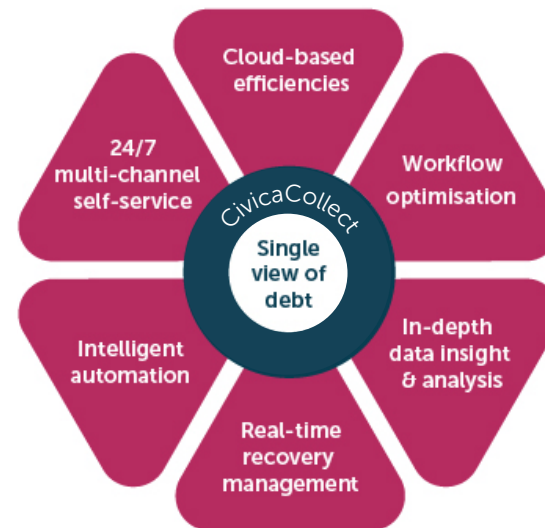
Intelligent and data-driven, it links all cases associated to a citizen to provide you with a **single view of debt**. It enables you to consolidate multiple notices and actions to provide improved services and safeguard citizens from unnecessary hardship.

## Maximising operational efficiencies

CivicaCollect empowers your corporate debt team to manage the full collection cycle in a **single view**, in real time – enhancing collaboration whilst ensuring data integrity.

## Delivering 24/7 multi-channel services

We support a wide range of payment options which include Direct Debit and repeating card payment plans to help citizens manage their debts using a **single payment plan** to improve financial planning.



## Benefits of having a single view of debt:

- ▶ Facilitates informed and consistent decision-making
- ▶ Enables proactive and accurate collection management
- ▶ Intuitive, easy to use self-service platform encourages timely payment
- ▶ Drives citizen engagement to improve response rates
- ▶ Reduces administration to deliver time and cost savings

"After initial conversation with Civica, London Borough of Southwark quickly established that CivicaCollect had the capabilities to optimise a single view of debt across Exchequer Services. Since going live our objectives have not only been met but surpassed, we are now able to offer our customers an improved experience with the ability to prioritise those with financial difficulties and tailor our approach based on circumstance and ability to pay. We are also able to automatically apply correct fees across multiple legislations and debt types. This new debt strategy is beneficial across all income streams in the council." **Charlotte Acutt**, London Borough of Southwark.