

# RAID Collections

Datasheet

  
**RAID**  
COLLECTIONS



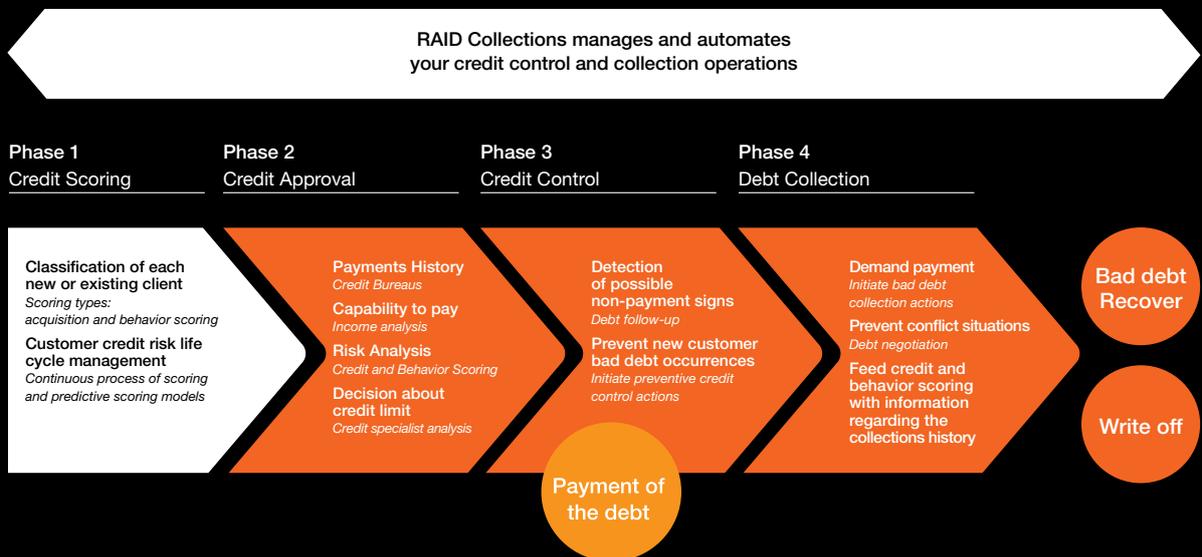
**W e D O**  
technologies

**Know** the unknown...

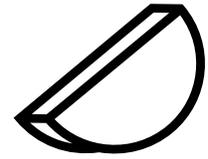
# Improve your credit control and collections operations.



## The Solution



# About RAID Collections



Industry estimates losses due to customer bad debt are as high as 5% of total revenue loss.

Bill collection is one of today's most critical business functions. Collecting funds quickly and accurately ensures maximum working capital and significantly improves a CSP's cash flow.

Automating the collection process allows the CSP to lower personnel costs, as well as collect overdue payments or take legal action earlier in the overall collection process.

RAID Collections enables the automatic handling of the debt collection process through a set of configurable workflows. These allow the definition of the desired dunning process based on rules defined by certain events and criteria.

RAID Collections allows operators to react to any kind of event reported in the system with the most appropriate collection tasks. The solution can trigger multiple event responses, including letters, emails, SMS notices, customer calls, or handover to an external collection agency, among other options.

Additionally it supports tasks assigned to external collection agents by providing information on collectibles and enabling an easy update of data recorded from the customer contact.

RAID Collections monitors accounts on an ongoing basis and automates the key collection processes, allowing your contact center to access, through a web interface, all the information it needs to handle overdue or delinquent accounts.

RAID Collections combines several different actions to achieve maximum effectiveness and efficiency, preventing and combating bad debt:

- Letters
- E-mails
- Calls
- Short Messages (SMS)
- Voice Messages
- Network control to limit services, re-direct or bar callers
- Credit Bureau
- Internal Black List
- External Collection Agencies
- Payment Agreements
- Write-offs

# Collections Management Features

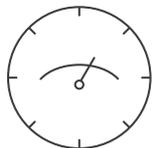


## CREDIT SCORING

Collections management teams rely on information and tools to effectively evaluate the creditworthiness of its customers and making consistent and accurate credit decisions in a faster and simpler way.

The RAID Collections 'Credit Scoring' feature helps your company achieve growth and financial stability by tailoring credit risk management policies to your specific needs.

Our credit scoring module performs automated credit controls during the entire customer life cycle - from customer activation, throughout the full billing cycle, and up through collections and beyond. It predicts credit risk and triggers intelligent preventive credit control initiatives.



## CREDIT CONTROL

This module continuously monitors pro-rata usage for each customer against their credit limit.

This way excessive usage can be identified at any point in the billing cycle and appropriate action is automatically taken to prevent possible default.

The available actions are defined in the scenario for each specific customer type. These may include phone calls to take partial payment or to make an offer of an increased credit limit; there are many possibilities.

The solution supports multiple scenarios and each scenario can be easily defined to suit a particular customer segment, using information including credit and behavior score. The scenario that applies to each customer may be updated as further information is collected according to the credit limit strategy.



## **COLLECTIONS MANAGER**

This module monitors customers' debt and, by applying user configured segmentation strategies based on several criteria such as 'customer type', 'risk scoring' or 'overdue amount' among others, it decides how to handle each situation by applying different collection scenarios.

Each scenario comprises several collection actions aimed at persuading the customer to pay. The collection action templates are provided and automatically populated and executed as configured, within the collection scenarios, or by hand through the manual action features given.

RAID Collections provides extensive easy-to-use features to manage and execute strategies, scenarios and actions, automatically or manually.



## **NEGOTIATION MANAGER**

This module supports the simulation and establishment of payment agreements with customers and controls them from the moment of the request to the conclusion or breach of the agreement. Payment agreements can be a Promise (term for payment postponed until a predetermined date) or a Payment Plan (several installments/amounts payable on predetermined dates).

These are defined taking flexible parameters into consideration (e.g.: number of installments, period, calculation, method, and interest rate, if applicable).



## **EXTERNAL COLLECTIONS**

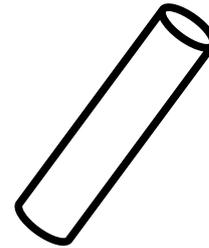
This module manages the interaction with external collection agencies.

RAID Collections enables the creation of packages based on different criteria, their distribution to the different external collection agencies and tracking them according to the rules defined.

For each package, commission payment rules are established and calculated, such as recovery rates and achievement bonuses, as well as the negotiation limits for overdue invoices.

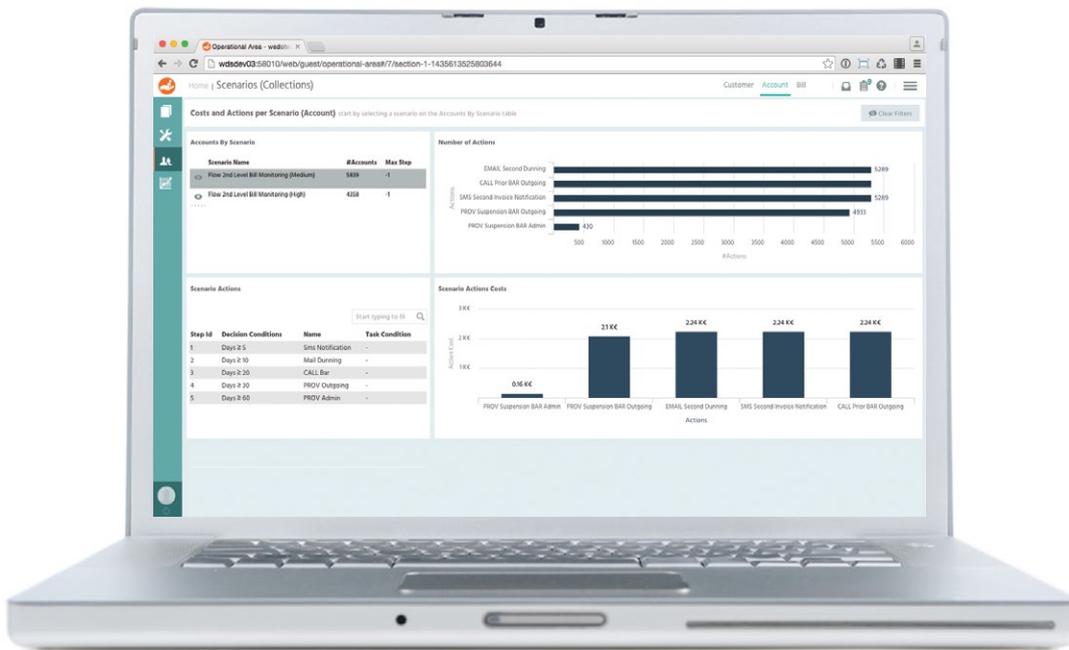
# User Interface

EASY TO USE

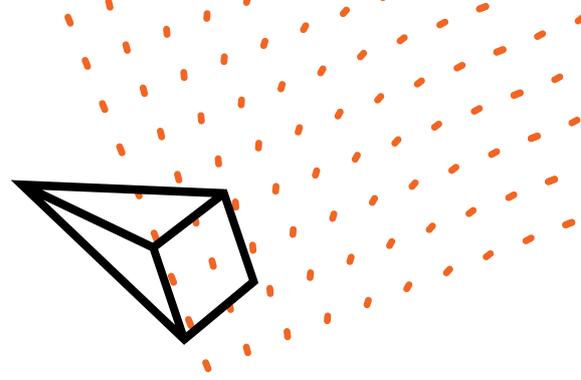


## RAID COLLECTIONS INTERACT

Perform daily collections activities such as browse for information about customers' debt, accounts and invoices; view all executed actions and manage the planned actions. Migrate, suspend and deactivate customers from the attributed scenarios. Create and execute mass actions for user-selected customers, accounts and invoices. Negotiate payment agreements and manage the interaction with external collection agencies.



# Benefits



## PROVEN SOLUTION

RAID Collections benefits from the know-how, experience and references acquired by WeDo Technologies from major telecom operators worldwide. The solution has been selected and successfully deployed worldwide in several fixed, mobile and cable communications & media providers.

## HIGHLY FLEXIBLE PRODUCT

RAID Collections is easily configurable using a Drag & Drop user interface to respond to the operator's specific requirements and empowering the collection team to implement the most appropriate actions. The system supports multiple languages and also multiple alphabets.

## COMPLETE, INTEGRATED AND FULLY AUTOMATED

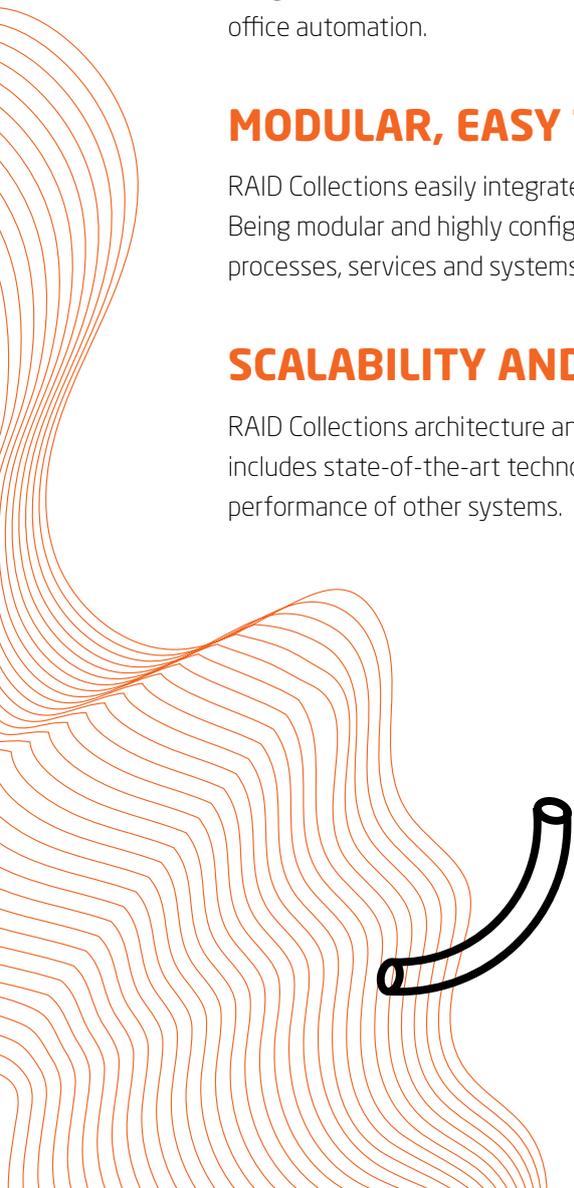
RAID Collections covers the credit control and collection life cycle with a single tool that's closely integrated to the network and business systems. This enables an outstanding degree of front and back office automation.

## MODULAR, EASY TO INTEGRATE AND MAINTAIN

RAID Collections easily integrates with different BSS and OSS, and adapts to operators' specific needs. Being modular and highly configurable, it enables phased implementations and the introduction of new processes, services and systems.

## SCALABILITY AND PERFORMANCE

RAID Collections architecture and technology enables its implementation by operators of all sizes. It includes state-of-the-art technology developed for maximum performance, without affecting the performance of other systems.



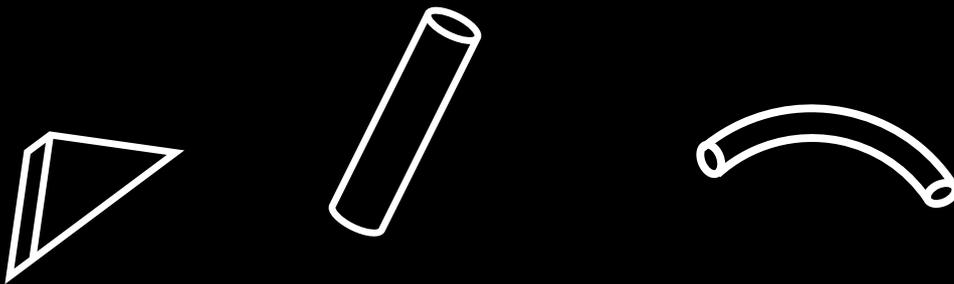
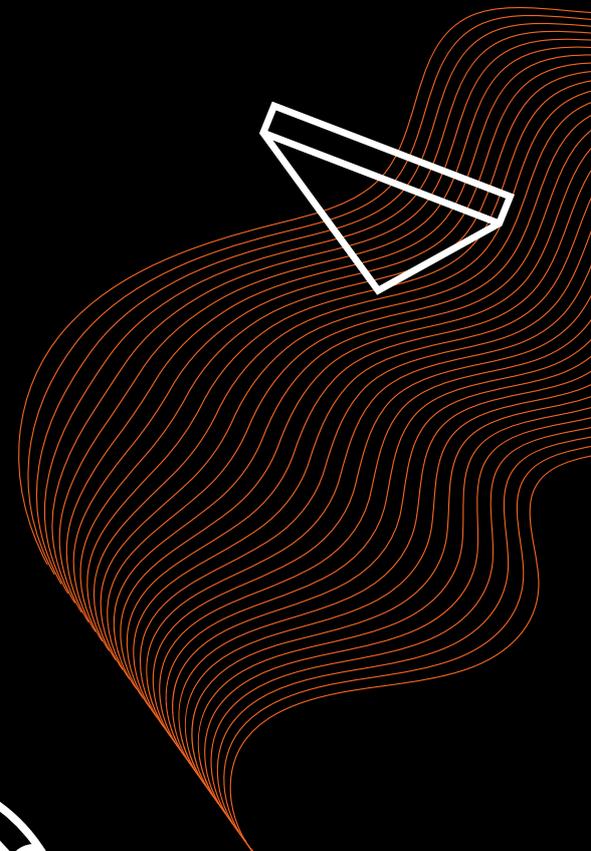
# WeDo Technologies,

founded in 2001, is the market leader in Revenue Assurance and Fraud Management software solutions to Telecom, Media and Technology organizations worldwide.

WeDo Technologies provides software and expert consultancy across +105 countries, through a +600 network of highly skilled professional experts, present in the US, Europe, Asia-Pacific, Middle East, Africa, Central and South America.

WeDo Technologies' software analyzes large quantities of data allowing to monitor, control, manage and optimize processes, ensuring revenue protection and risk mitigation.

With over 180 customers - including some of the world's leading blue chip companies - WeDo Technologies has long been recognized as the constant innovator in assuring the success of its customers along a journey of continuous transformation.



## Did you know ?

That Telco companies and their agencies can streamline the payment collection process to generate higher levels of efficiency using automation?

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**Know the unknown ...**