

Case Study

Making Collection Smarter for a Multinational Bank

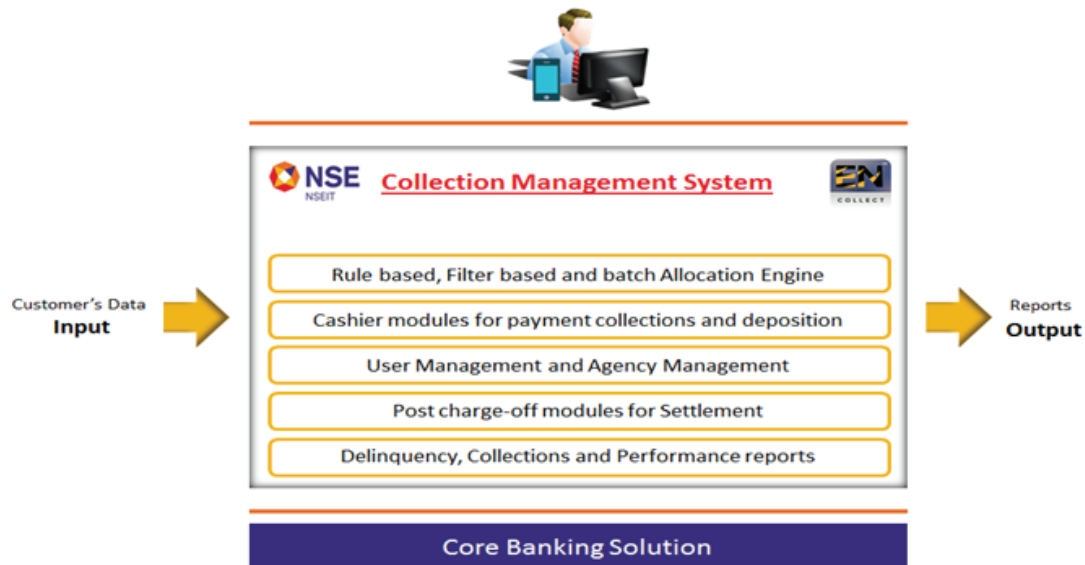
Problem Statement

One of the largest public sector bank in India, wanted to streamline and automate its collection process across the country to have a better visibility of the defaulters and manage delinquency in a near real time manner.

Since collection process was manual, efforts spent on collection were not getting tracked which led to no real time report generation and tracking of funds. The bank required a comprehensive collection management solution that would help in tracking and monitoring current status as well as visualize the future collections

Solution Provided

NSEIT developed the Collection Management Solution for the bank by implementing Out-of-the-Box solution with partner ENCollect- a Digital omni-channel BFSI debt collections management system which provides end to end digital collection management with RAD platform and support services for software utilization.



Outcomes

- Customer centric approach with 360-degree view of all accounts
- Seamless integration with Core Banking Solution
- Automated account allocation process to bank staffs and external collection agencies within a short period of time
- Automation of reconciliations and better managed MIS and reports
- Enhanced collections and simplified operations
- Real time tracking of collection effort & collection staffs through mobile GPS
- Eliminated the risk of returns and the losses caused by defaulters and delayed payments