

TDX success story

Utilities provider achieves 50% increase in final debt collection

Client description

- National utilities provider

Business needs

- An overhaul of the incumbent recoveries infrastructure

TDX solution

- Client-A chose an integrated debt collection solution from TDX in 2009

Commercial model

- % of gross collections

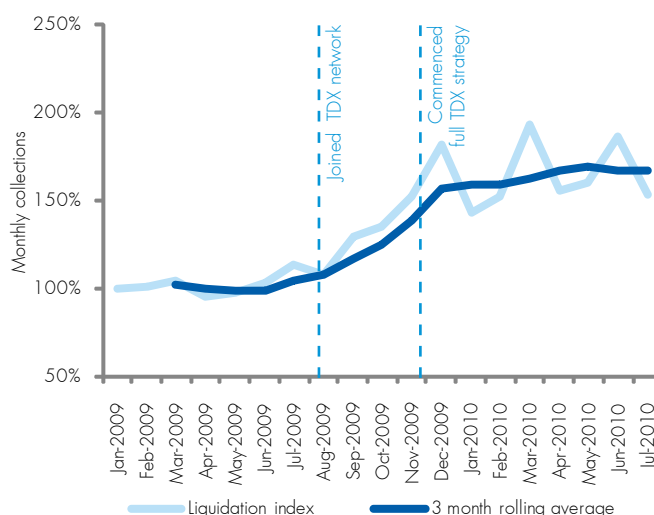
Length of contract

- Four years minimum



Results

- In the first year Client-A increased average monthly collections by 50% for final debt
- PLATO gave Client-A a complete view of their finals portfolio for the first time
- Full visibility of accounts has enabled Client-A to enhance the customer experience by managing debtors based on individual circumstances
- PLATO's efficiency and control allowed Client-A to decommission their incumbent system, removing reliance on IT support and development
- PLATO now fully integrated to Client-A SAP customer management system



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