

TDX success story

Financial services provider achieves 10% net improvement in recoveries

Client description

- Alliance and Leicester

Business needs

- With volumes of debt increasing, our client required a solution that made the most of internal resources while leveraging the scale and agency focus offered by TDX to deliver best value from their recoveries portfolio

TDX solution

- Fully integrated debt collection solution

Commercial model

- Fixed per account under management fee with performance based upside

Length of contract

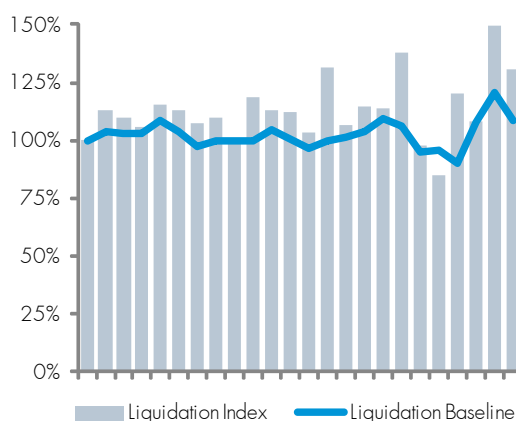
- Two years



FULLY INTEGRATED SOLUTION

Results

- In the first six months, our client achieved 10% net improvement in recoveries
- PLATO enabled the client to access scale and focus with agencies, as well as the confidence that the right debt was being worked by the optimal agency
- A single point of interaction for management of the recovery portfolio allowed our client to focus internal management on upstream collections
- PLATO provided access to and visibility of account level data and analytics enabling the selection of the best strategy between sale and agency placement for each account



“The improvement in recovery performance delivered by TDX Group is extremely encouraging especially considering the current macroeconomic climate and the steps we have undertaken to strengthen early collections strategy. We enjoy a strong working relationship which is underpinned by open communication and TDX Group’s proactive approach to offering analytical insight into industry trends and portfolio performance.”

*Simon Baum,
Director of Credit and Risk, Alliance & Leicester*


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