

## TDX success story

# Water company achieves 10% increase in debts recovered

### Client description

- Thames Water

### Business needs

- Move from one-size-fits-all recoveries and collections process to targeted third party placement strategy

### TDX solution

- PLATO tools

### Commercial model

- Guaranteed uplift against baseline

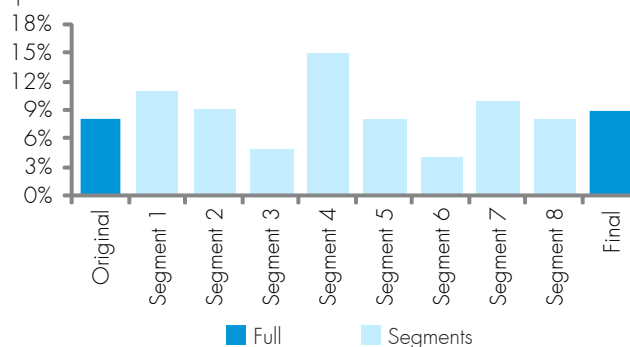
### Length of contract

- One year project



### Results

- PLATO tools allowed Thames Water to segment its debt portfolio into eight different categories and to tailor collection activity accordingly
- TDX extensive data and advanced modelling enabled the identification of which agencies were best suited to each segment of debt
- Performance reporting provided our client with visibility of performance at a granular level generated actionable reports to put them in full control to resolve the root cause of performance issues
- PLATO tools iterated the strategy as more data flowed through them, with each one reviewing and returning its output every 90 days, creating a dynamic and optimised placement strategy
- Greater portfolio visibility allowed for more flexibility (and potential debt forgiveness) in cases of genuine financial hardship, whilst maximising returns for the creditor and the portfolio as a whole



“The results of our work with TDX Group have exceeded all expectations and have proved that this pioneering approach to debt collection can be successful in the water industry – one of the most challenging sectors of all with regards to debt recovery. We will continue to work with TDX Group to enhance our internal collections process.”

Julian Tranter  
Thames Water

  
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