

ORACLE ADVANCED COLLECTIONS

ORACLE SOLUTIONS FOR YOUR BUSINESS

In today's economic climate, cashflow is critical to a business's success. Being able to collect monies faster and more efficiently using streamlined processes therefore offers a real competitive advantage. In addition, the longer a business waits to start the collection process on overdue accounts, the less chance they will have of recovering their money.

The implementation of Oracle Advanced Collections by Premiertec allows organisations to proactively manage their overdue management efficiency, whilst retaining its ongoing customer relationships.

BUSINESS BENEFITS THROUGH STREAMLINED COLLECTIONS

Premiertec's established Advanced Collections solution maximises the potential of the Oracle Advanced Collections module, providing a streamlined approach to your debt handling procedures that integrates with your existing debt collections processes. It allows a 'best practice' approach to debt collections whilst giving the flexibility to incorporate customised strategies for individual customer groupings.

- > *solution design*
- > *application configuration*
- > *application development*
- > *reporting*
- > *support*
- > *education & training*
- > *project management*
- > *offshore management*

EFFECTIVE DEBT COLLECTION

Using a scoring approach to manage your customer delinquencies, your business can tailor its approach to different customer delinquencies based upon certain criteria. These might include the level of debt, the credit history or the sensitivity of the relationship with the customer.

Premiertec's approach gives you effective management and control over your debt collection process while at the same time offering the flexibility to introduce strategies tailored to your customer groupings.

MANAGING THE DISPUTE PROCESS

Managing and maintaining the relationship with customers is paramount, particularly during the delinquency process.

For this reason, Premiertec ensures that Oracle Collections strategies are tailored to your customer groupings incorporating a suitable mix of Collector calls, dunning letters and statement, whilst retaining and even enhancing the relationship with that Customer.

Premiertec believes that such an approach will ensure that the Customer will also be less likely to move into a delinquency status in the future.

THE PREMIERTEC APPROACH TO COLLECTIONS

Premiertec takes an uncompromising approach to implementing Oracle Advanced Collections to ensure that the module delivers all the benefits demanded by a modern business looking to effectively manage its debt.

Our approach focuses on tailoring the module to achieve 'best practice' in terms of a debt collection process whilst, at the same time, ensuring that the solution fulfils your business requirements.

Our guiding principle is that this type of IT solution should be simple yet effective and should not burden your business with unwanted, and often unnecessary, overheads.

PREMIERTEC DEVELOPMENT PROCESS

In implementing the system, our first key focus is to gather together the core customer requirements quickly and effectively, allowing us to then tailor a solution which meets them. Our aim is to recommend 'best practice' approaches to managing your business processes, using the extensive functionality offered by the Oracle E-Business Suite. We do this by drawing on our extensive implementation, business process and industry specific knowledge gathered from numerous successful previous implementations.

Once a tailored solution has been defined for your business, our implementation methodology focuses on demonstrating this solution to your business. This is done through a series of workshops which focus on outlining the benefits that the solution offers. Where necessary, it also provides the opportunity to refine it to expand on certain areas of functionality or to meet additional requirements.

To ensure that the transition to the new system is as smooth as possible and that there is minimal impact on your business, Premiertec can provide customised training so your employees are fully prepared to use the new system and up to speed with any new processes it involves.

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DEVELOPMENT PROCESS

