

Key Features

- Sophisticated Customer-Centric Solution
- 360 Degree View of Each Relationship
- Behavioral Scoring Integration
- Workflow Automation
- Extensive Management Reporting

Shaw Systems Associates, Inc. has been helping financial services organizations streamline their operations since 1967. Our software solutions include consumer, commercial, and lease servicing, as well as collections and recovery. More than 300 clients in eight countries have enhanced their business by implementing our products.

With recent changes in the economy, new consumer technology, and increased competition in the maturing market, managing accounts is becoming more of a challenge. Institutions are seeing an increase in delinquent dollars and customer attrition; at the same time, there has been a decrease in new accounts. This trend is making it more critical that companies become innovative in their approach to delinquency management.

Managing the entire distressed debt lifecycle allows companies to target dollars at risk and identify trends, all while preserving the customer relationship. Progressive financial services companies will position their traditional collections operations to better leverage automated decision strategies.

Shaw Systems' **COLLECTIONS™** solution provides broad features and flexibility to generate better results with fewer resources. Organizations can improve the consistency and quality of customer interactions and ensure that internal resources are compliant with corporate standards.

We bridge the gap between back-office event data and front-end customer management to empower associates to make the best decisions quickly. Automation is key, and we provide a flexible tool set for tailoring screens, wizards, queues, activities, and workflow. Shaw Systems' industry-leading solutions strengthen our customers.



Highlights

- Collection Strategy Consulting
- Support for in-house and third-party Behavioral Analytics
- Workflow Automation Tools
- User-defined Business Model Configuration Tools
- Role-based Screens, Queues, and Activities
- Document Management and Dialer Integration
- Promise-to-pay Administration
- Payment Integration Tools - ACH and third-party Vendors
- Third-party Value-added Integration Services
- Real-time Automated Collector Wizard Supervisor
- Agency Management and Performance
- Sophisticated Management Reporting Workbench

STRATEGY CONSULTING

Shaw Systems brings in-depth knowledge of delinquency management and best practices to every project. Our consultants have decades of experience serving this industry and your peers. We can analyze your existing business processes and drive substantial improvements throughout the implementation.

DECISION MANAGEMENT TOOLS

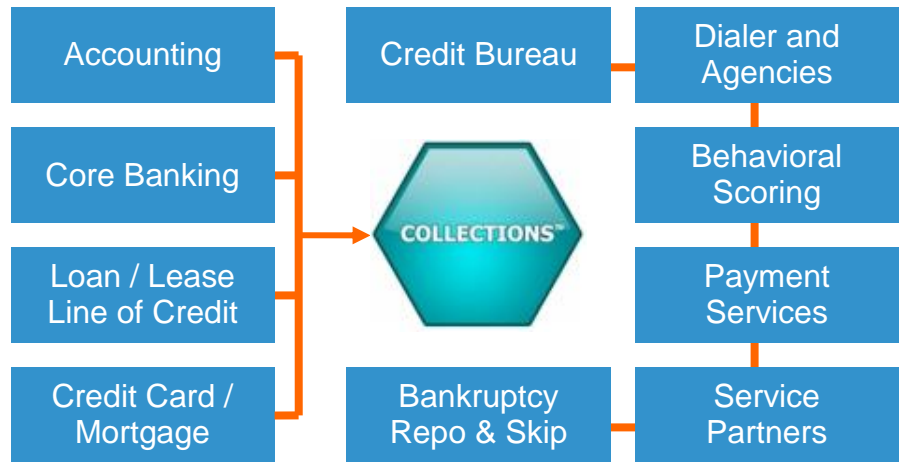
COLLECTIONS provides a framework for integrating internal and third-party decision analytics. The results could affect the type of action required, timeframes, queuing, contact type/frequency, correspondence type/tone, and dialer positioning. This combination can greatly reduce the complexities and time associated with making consistently sound business decisions.

WORKFLOW AUTOMATION

Leveraging workflow automation to increase process efficiencies can provide significant gains in productivity and operational control. With our tools, collection resources can be strategically positioned to focus their efforts on key processes and accounts for a maximum return on your investment.

MANAGEMENT REPORTING

Shaw Systems provides a powerful reporting suite geared towards managing the environment, internal resources, and channel partners. Included in this offering is the ability to integrate customer-specific key performance indicator metrics with industry standard reports. Comprehensive portfolio management fosters a competitive advantage for our customers.



Company Profile

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COLLECTIONS tour

- Delivering Exceptional Products for Over 40 Years
- Serving the Largest Banks and Finance Companies
- Solutions Deployed on Over 100,000 Desktops
- Supporting Over \$300 Billion in Assets on Shaw Software
- Vast Auto Finance Expertise and Capabilities
- Industry Leadership with World-Class Products
- Expert Management and Technology Consulting Division
- Exceptional Product Value and Comprehensive Support

