



SOUNDNETWORKS

Documentation

## Case Studies

### Debt Management System

Our client is a specialist commercial debt recovery company, who recover debts owing to other businesses on their behalf. They had a problem keeping track of an ever-increasing number of customer cases. Existing cases were being tracked using a combination of Microsoft Outlook Tasks and Excel, this meant a lot of manual calculation and checking was required on a daily basis. Their workload was becoming more and more labour intensive. It seemed that this situation would soon become unsustainable. Because of this...

- They required a system to wrap around all their customer data to make everything more manageable and gain a greater insight into their workload.
- They needed a system where all aspects of a case could be managed in-house and in one place.
- Interest calculations and tracking were required for each debt and a way to track and apply daily incurring interest rates automatically.
- A mechanism whereby the interest rate in historic cases could be checked and adjusted according to rate changes over the course of the debt.
- A system that could create accurate invoices for each case based on the above statistics.
- Timers for tracking how long a particular case may have been worked on.

We created a prototype web-based system to demonstrate a basic overview of the system and developed it from that point. We worked closely with the company throughout the development period to ensure that all requirements were met, and the system could manage everything required of it for any given debt / case.

The system was developed so that it could calculate continuously, daily interest rates, compensation and keep track of the overall cost of the debt.

Each user had their own cost per hour which was used when tasks were actioned with chargebacks being stored for each client.

Every feature was manageable with system wide variables and settings which could be applied to specific cases.

We added a system archive so that completed cases could be moved to it rather than sit completed in the main debt pool.

After an initial period running the system side by side with its legacy predecessor, it was implemented in October 2017. At the time of writing in October 2018 all cases have now been moved to and are active on this system, and it has become an essential part of the day to day operations of the company.

Every single action is tracked so that a clear picture of a case can be gained quickly and easily.

Manual calculations are now a thing of the past and invoices are generated accordingly, leaving users more time to focus on other tasks. All this historic data is easily accessible from one place, this provides a greater level of accountability to the customer and more accurate billing.

