# HOW TO BOOST YOUR **CREDIT MANAGEMENT** SERVICES WHILE PROVIDING AN EXCELLENT **CUSTOMER EXPERIENCE**

# INTRUM JUSTITIA IMPROVES ITS ROI WITH ALTITUDE SOLUTION

The Intrum Justitia Group is Europe's leading Credit Management Services (CMS) company. Intrum is committed to improving their customer's cash flow and profitability - from credit information to sales ledger services, reminders, collection of outstanding receivables and purchased debt. The group is active in 22 countries and employs 3.400 people.

| HQ in The Hague | 300 employees | 9.000 companies |
| --- | --- | --- |

## WHERE WE STARTED

This important project was conducted in three phases: the prestudy, the design and the production. "The implementing consultant was comways.eu, a long time partner of Altitude in the Benelux region", explains Fabien Frenay, Altitude's Country Manager Benelux. The main objective of the project was to redesign the whole collection process by integrating a number of applications used by the agents.

> "Management and Business people love the system and we have very good feedback from operations too. We got nothing less than the functionality we defined. The IT department was impressed by the maturity of the Altitude product: the user-friendly interface is very important feature for us. The choice for Altitude is also strategic as they have knowledge of the credit management market. The use of the full Altitude Xperience Engagement capabilities in blending with priorities and skills gave Intrum Justitia huge performance improvements."
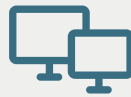>
> Erik Vrieling – Regional IT Project Manager, Intrum Justitia Netherlands

# WHAT WE ACHIEVED

From nine to one single user interface application

Agents use 7 screens instead of 40

Training time reduced from one month to one day

Agents perform about 33% more calls every day, from an average of 4000 calls to up to 6000 calls each day

The average call duration was reduced from 3 minutes 30 seconds to 2 minutes 45 seconds

Business people are empowered to setup new scripts in days as no programming or IT skills are needed

Managers can more effectively control and monitor the agents

Managers can more effectively control and monitor the agents

"When we have a new outsourcing customer, we no longer connect him to the Cisco platform but use Altitude, as it is faster to implement, as reliable and offers more features to control and monitor operations."

Erik Vrieling – Regional IT Project Manager, Intrum Justitia Netherlands