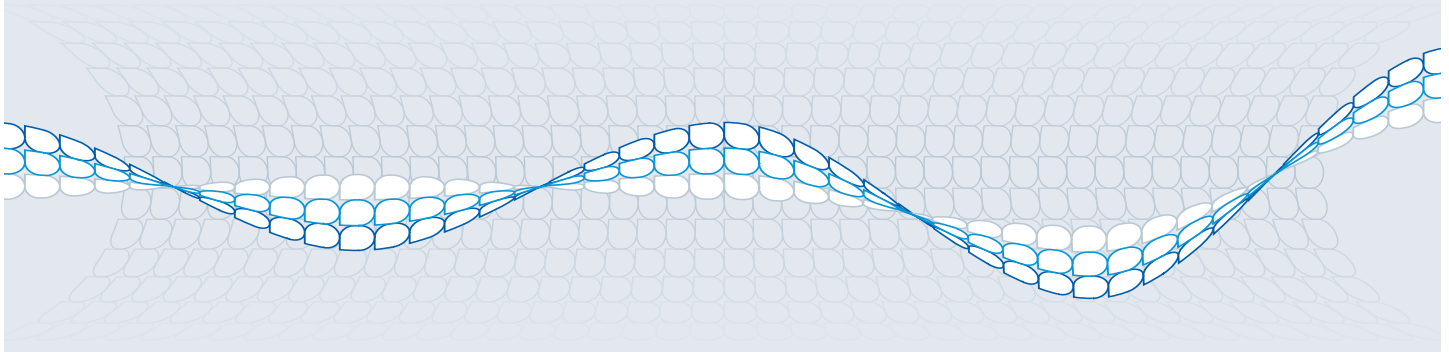


# Strategic Review to identify opportunities to maintain market-leading performance



## Client

- A major DCA and debt purchaser in an emerging market

## Sector

- Debt purchase

## Situation

- The client was experiencing increased competition and reducing margins and they wanted to ensure they were doing everything possible to retain their market-leading position.

## TDX solution

- A **Strategic Review** providing the client with a deep-dive, end-to-end review of their approach to debt purchase and debt collection.

## Commercial Model

- A project fee

## Length of contract

- 10 weeks

## The project

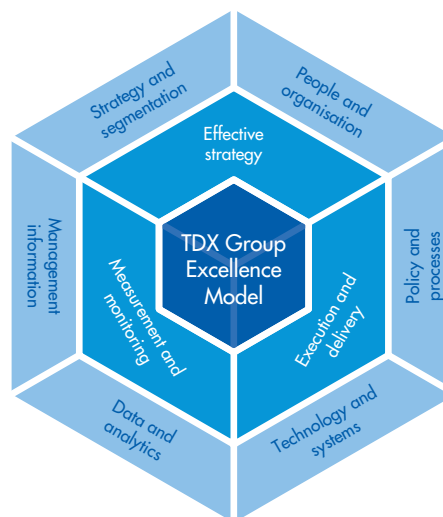
Over a 10-week period, the TDX Advisory team conducted a Strategic Review of the client's portfolio management and operational execution.

TDX benchmarked their existing strategy and capabilities against international best practice in order to identify gaps and areas of improvement.

## Results

- TDX identified a series of opportunities to improve activity targeting and segmentation to provide a potential increase in collections by 15% and profitability by almost half.
- An analytical proof of concept was undertaken to help the client realise the value.
- The client built the recommendations into their strategic plan and, to ensure they fully achieved this, retained TDX to provide on-going advice to the board and senior management.

## TDX Group Excellence Model



Contact our Advisory team today for full details: [nick.georgiades@tdxgroup.com](mailto:nick.georgiades@tdxgroup.com)