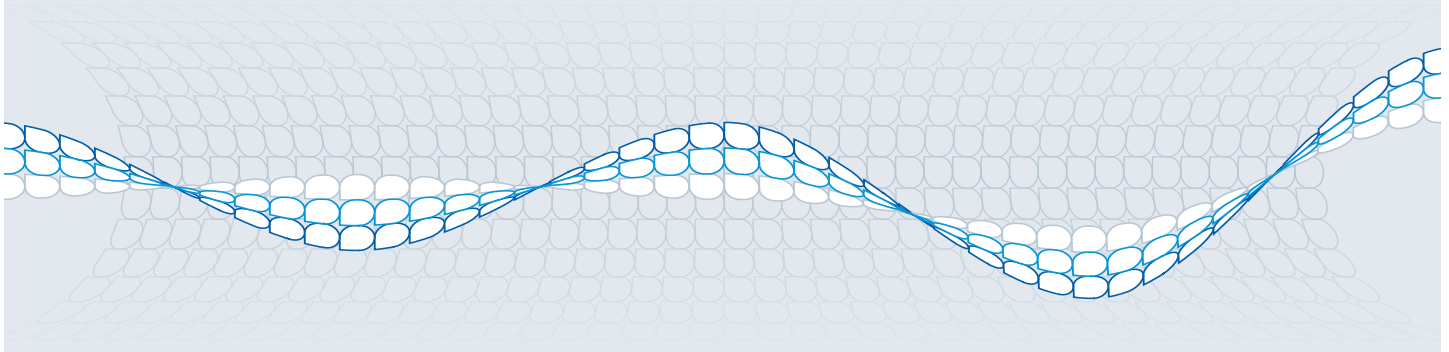


Driving an uplift in collections on aged debt



Client description

- A local authority

Sector

- Public Sector

Situation

- The client wanted to determine which accounts to target for collections activity in a portfolio of aged debt.

TDX Group solution

A bespoke Advisory Services engagement including:

- **Strategy Optimiser** – an analytical review of the portfolio to drive a new segmentation strategy.
- Data cross-matching – to provide fuller understanding of the customers' financial circumstances and improve contact data.

Commercial model

- A project fee

Length of contract

- Six weeks

The project

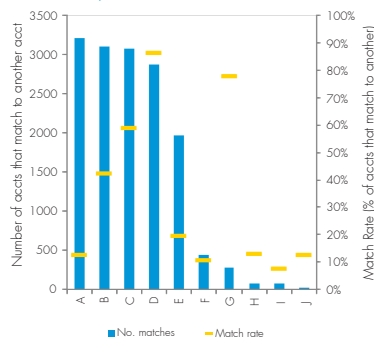
The client had a portfolio of £35 million of aged debt which had already been through their full collection process. By reviewing customer data across the council's ten service lines, TDX Group identified customers who were in arrears to more than one service line. By doing this the client had a clearer understanding of their customers' full financial circumstances and were able to communicate with them more efficiently.

By using internal and external data sources TDX Group identified customers who had moved, had new contact information and identified those highly unlikely to be able to pay.

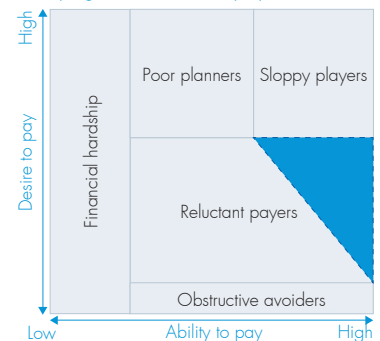
Results

- TDX Group identified significant cross-over between service lines, with 37% of accounts matched to at least one other account.
- TDX Group improved customer telephone contact details for customers by 33%.
- The portfolio was segmented into five broad segments, with recommended collections strategies for each.
- Overall, the TDX Group recommendations had potential to deliver £6 million of uplift in collections in year one, and £3 million on-going.
- The local authority undertook a small scale trial, based on the TDX Group recommendations, which gave results in line with expectations. This is now being rolled out on a wider scale.

Matches by service line



Identifying reason for non-payment



Contact our Advisory team today for full details: nick.georgiades@tdxgroup.com