Reduce Bad Debt Write-offs and Debt Collection Costs with Predictive Analytics

Predict the likelihood of customers in arrears to pay back outstanding debt. VertexOne Debt Collection Analytics for Utilities helps you design and implement effective debt collection strategies to maximize collection and reduce cost to collect.

What is VertexOne Debt Collection Analytics?

- A data-driven predictive analytics model that assigns a propensity score to each account based on likelihood to pay back outstanding debt

- An automated process leveraging customer profile and behavioral data

- Provides the ability to send proactive, targeted and customized messages based on customer segmentation

- Innovative debt collection strategies such as:

  • Disconnect prioritization & timing

  • Customized outbound message type, channel, timing, persona and tone

  • IVR smart routing

  • Enhancements to payment arrangement eligibility rules

  • Enhancements to third party agency routing and commission rates

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Business value delivered?

- Reduce overall accounts receivables and bad debt
  - Collect more debt in a timely manner with the same number of resources through customer segmentation insight and strategies

- Decrease cost to collect debt
  - Reduce accounts assigned to third party collection agency
  - Avoid unnecessary disconnect orders and repeat truck rolls

- Decrease days sales outstanding
  - More effective and timely contact and collection strategies increases speed of payment

- Increase efficiency of debt collection
  - Enable staff to become better at collecting by incorporating a 'collections culture'
  - Measure and continuously improve debt collection performance

Analytics can provide insight to better understand and predict customer behavior. For a utility, using data to determine which customers are most likely to pay their bills, then customizing a response is a powerful tool for increasing collected revenues while decreasing collection costs.

CONTACT US

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