

OVERVIEW

Early stage delinquency management is an important part of the customer management lifecycle. If accounts can be cured quickly and with little impact on customer service, organisations can salvage important customer relationships and turn a potential negative situation into a positive experience for everyone. The decision to outsource these activities is also critical to the success of any early stage delinquency program.



THE CHALLENGE

A major U.S. based credit card issuer with operations in Canada were trying to improve their early stage delinquency management process. Many accounts were being handled in-house due to fears that customer service levels would decline.

THE SOLUTION

Neptune Innovations was engaged to work a portion of the company's early stage collection accounts. Results were then compared to the company's own in-house teams. Through Neptune's efforts, we demonstrated the viability of outsourcing business at this critical stage.

THE RESULT

- Neptune Innovations outperformed in-house teams in every key collection metric such as: Number of Payments/hr, Promises to Pay/hr, Promises Kept/hr, to name but a few
- Neptune agents scored higher on customer satisfaction surveys than in-house teams
- Within 5 months of program commencement, Neptune was awarded a Welcome Call program
- Soon after that, the Welcome Call program was expanded to include an inbound Customer Care Program

A senior executive with the client recently told Neptune, *"You have delivered everything you promised you would and more – thank you for your contribution to our success."*