



CACS X for collections



Built in partnership with clients, industry experts and thought leaders, our solution CACS X, offers a revolutionary solution for driving customer-centric default management across the entire collections life cycle.

Keeping pace with changing demands

Today's debt relief and recovery solutions must do more than just enable collections; they must also help consumers tackle their debt and offer pathways to recovery. Providing the right programs and plans in difficult financial circumstances requires access to data, actionable insights, and responsive services. Our CACS X solution empowers you and your customers with transformative flexibility, modularity and digitisation across the entire default management life cycle.

As part of CGI Credit Studio (our cloud-native credit management platform) CACS X helps you overcome challenges associated with cost pressures, workforce shortages, dynamic compliance requirements, digital expectations, and outdated processes, technologies and systems.

Platform modernisation

CACS X clients benefit from the business-centric design of CGI Credit Studio, which delivers the following benefits:

- Microservices architecture
- Open, industry-standard tools
- Robust API set
- Embedded decision engine
- Machine learning algorithms
- Workflow management

Key benefits

- **Real-time everything** – meet your customers' digital expectations with 24x7, event-driven collections and real-time triggers for the next-best action
- **Self-service and virtual agents** – expand your channels and penetration rates by providing customers with the benefits of intuitive self-service tools and agentless collections
- **Improved customer experience** – AI and machine learning enable you to better understand your customers, while agile decisioning helps you deliver a tailored customer journey
- **Quicker time-to-value** – our 'function by function' deployment approach empowers you to deliver more benefits and value to your customers.

Why partner with us?

With decades of collections experience, we are proud to offer next generation credit management, reflecting major technology investments and a steadfast commitment to clients in the debt relief, management and recovery sector. Our clients set the bar high and partner with us to ensure our strategic vision and investments exceed their expectations.

By partnering with us, you benefit from a track record that includes:

- More than \$1 trillion in outstanding debt processed daily for the world's largest financial institutions
- 10-25% collections cost savings and 5-20% increase in debt collected
- 370+ implementations for some of the world's largest organisations
- 100% delivery success with a dedicated practice in collections, recovery and default management.

Through our collections partnership experience with our clients, we are able to help you streamline debt management, reach new customer experience heights, and drive major IT transformations that increase profit and growth.

We would be happy to continue the conversation on how we can help you with collections support.

Please get in touch at bindesh.jobanputra@cgi.com to find out more or arrange a meeting or a chat.



We combine our local proximity model, supported by global resources, with industry expertise and a full range of services to help you become a more agile business.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

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