

# uRecover™

When a customer refuses to pay or indicates that they are moving to a competitor, organizations need to make important, timely decisions.

There are two main methods of uRecover™ usage:

1. In a real-time capacity when a customer has indicated that they no longer want the service provided.
2. In a batch decisioning capacity for all accounts past due.

By making split second decisions using a combination of internal and/or third party data (factoring in future profitability, attrition, credit risk relative to overall company uCVM™, etc.), organizations can identify which customers are worth fighting for and what offers need to be made.

Example: A customer calls in and informs you that they no longer want your service. Do you quickly scramble to find a few pieces of information or a summary code and try to get a message back (such as sending the person to a recovery/loyalty department)? Or do you leave it to the customer care representative to make the call based on what the customer says? Or worse yet, do nothing? Are these decisions being made in the best interests of the overall organization's uCVM™?

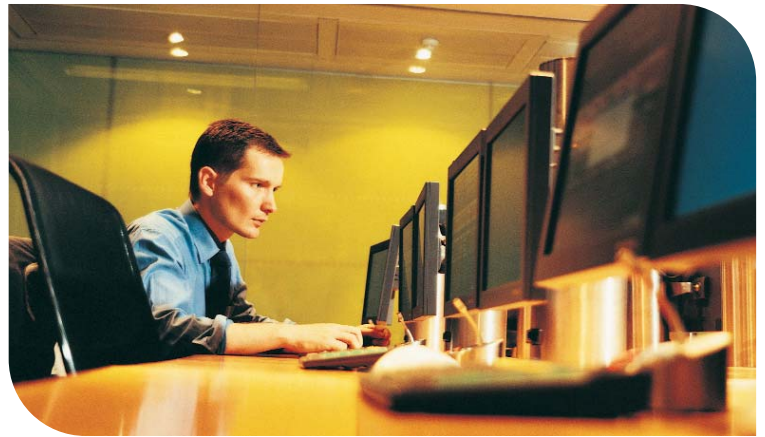
When a customer rolls into a delinquency bucket, how do you determine the appropriate treatment plan for that customer?

Example: By specifying a decision strategy specific to accounts that become delinquent, you can quickly identify which customer needs a friendly or forceful reminder. Tailored decisioning should be factoring in much more than days past due. By treating delinquency in a static fashion (such as, 30 - no action, 60 - letter, 90 - phone call), are your collection treatment strategies being made in the best interests of your organization's uCVM™?

Founded on the commitment to offer flexible, robust decision systems, Decisioning Solutions offers internal and external account receivables solutions, analytics and services that enable rapid liquidation while compressing collection curves and lowering costs.

With uRecover™, the automated decision process enables you to make the right decision about the right customer at the right time.

uRecover™ - Proactively changing the way organizations retain customers.



For further information, please contact Decisioning Solutions at [Info@decisioningsolutions.com](mailto:Info@decisioningsolutions.com)

