

SIMPLIFYING THE MANAGEMENT OF COMPLEX LEGAL PROCESSES

Managing complex and lengthy legal processes that typically involve several internal and external parties can be time-consuming and challenging, as well as being prone to oversight.

QUALCO Collections & Recoveries is a modern, comprehensive, and flexible end-to-end platform to help you fully manage, automate and streamline your organisation's processes.

Our complete legal management functionality, part of the QUALCO Collections & Recoveries platform, provides the tools necessary for the design and configuration of these complex processes. It combines the rigour required for compliance with an external set of rules and practices (such as your local legal framework), and with flexibility to configure alternative paths, optional steps or parallel tasks.



The graph presents the QUALCO Collections & Recoveries key modules and their interaction with the internal and external stakeholders. There are several ways stakeholders can interface with the system modules through (i) **admin, agent and officer applications** (business and system admins, back office, call-center agents, legal and restructuring officers, branch RMs, legal offices, etc), (ii) **online APIs** such as client and customer portals (iii) **batch interfaces** (originators, debt collection agencies, legal offices, etc.)

Offering a complete toolbox to tackle any complex legal challenges with efficiency and compliance

KEY FEATURES & BENEFITS

MANAGE THE SETUP OF ALL YOUR LEGAL PROCESSES

You'll be able to manage legal as well as other complex business processes (e.g. loan restructuring)

STREAMLINE THE LEGAL PROCESS THROUGH ADVANCED CASE ASSIGNMENT AND TASK OPTIMISATION

The system will assign relevant tasks to the most appropriate teams and agents at every stage of the legal process

RETAIN OVERSIGHT OF THIRD PARTY ACCESS

Legal Offices will be able to enter, monitor and initiate new processes on any case that is assigned to them, with you having full oversight at all times

DESIGN YOUR OWN PROCESS

Our highly configurable environment means that you are totally in control and have the ability to adapt the process whenever you need, such as when there are changes in legal and regulatory practices

EXPERIENCE OUR MODERN, WEBBASED AND ERGONOMIC USER INTERFACE (UI)

Both Internal Users (Legal Officers) and External Legal Offices can easily record and monitor the progress of legal processes

VIEW YOUR PERSONALISED TASK LIST ON THE DASHBOARD SUMMARY

The system provides a structured view of each user's daily tasks, alerts, and aggregated process and portfolio data which automatically link to the appropriately detailed screens



KEY FEATURES & BENEFITS

UTILISE ADVANCED PROCESS MANAGEMENT AND DATA CAPTURE FEATURES

Store additional information and record documents related to the legal process from a variety of data sources to enable the officer to make an informed decision

MAINTAIN A HOLISTIC VIEW OF YOUR PROCESSES

Legal processes can be fully linked to associated accounts, customers, related parties, arrangements and collateral, ensuring that you always see the full picture for each individual or account

MANAGE THIRD PARTY EXPENSES

There is fully integrated functionality to record, process, settle and monitor expenses to external parties

FULLY INTEGRATED WITH COLLATERAL AND REAL PROPERTIES FUNCTIONALITY

Throughout the legal process, you will have full visibility of any associated collaterals, allowing you to manage the process effectively and inform legal decisions

INITIATE A WIDE RANGE OF LEGAL ACTIONS

You can set alerts, deadlines and follow-up dates for internal and external agents. Cases can be progressed through the legal process and letters can be generated on demand using a set of pre-configured templates

ENSURE INTERNAL CONTROL

You can be sure only the right people have visibility of the full process, set responsibilities, access restrictions and integrate maker-checker approvals

CONTINUOUSLY MONITOR PROGRESS

The comprehensive legal reporting functionality allows you to monitor progress and process outcomes at any management level via a user-friendly out-of-the-box data warehouse and analytics environment

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