

## SMOOTHLY INTEGRATING YOUR EXISTING INFRASTRUCTURE

Do you have a complex and fragmented legacy infrastructure? Are you struggling to offer the optimum levels of customer service due to a lack of real-time interfaces? Is your poor system integration resulting in overly manual, error-prone and time-consuming processes?

Our comprehensive integration and migration functionality, part of the QUALCO Collections & Recoveries platform, will allow you to easily integrate with your existing host systems (such as: billing, CRM, cards management, loan origination, as well as other core systems) and with external DCA systems, migrate legacy data seamlessly to the new platform.

## BENEFIT FROM REAL-TIME AND BATCH INTEGRATION WITH ALL YOUR SYSTEMS

QUALCO Collections & Recoveries provides the flexibility and ease of both **batch** and **online integration**:

### Batch Integration

Our integration module supports automated two-way interchange and synchronisation of data between QUALCO Collections & Recoveries and your systems

### Online Integration

Our platform provides a range of web integration capabilities, including web services and APIs, to ensure that you have the flexibility to integrate in real-time to omni-channel communications, chatbots, diallers, payment portal, and digital channels



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.)

# MIGRATE SEAMLESSLY WITHOUT IMPACTING YOUR CUSTOMERS

We understand that migrating from your existing platform may seem like a daunting task. Ensuring that you transfer all appropriate legacy data to the target system and that you don't affect the customer experience, often requires a significant investment in analysis, development, testing and planning. QUALCO's proven migration methodology and interface (migration connector) simplifies this complex task.



We have extensive experience in implementing the QUALCO Collections & Recoveries platform for major banks and other institutions. Organisations depend on our knowledge, skills and methodology to minimise the risk and cost associated with these mission-critical projects.

## KEY FEATURES & BENEFITS

### **EASILY INTEGRATE DATA IN BATCH**

Make use of standard pre-defined layouts for interfacing large data volumes quickly and simply, typically on a daily basis.

### **TRUST IN APIS BUILT ON REST TECHNOLOGY**

Easily add, update and delete data within this flexible and robust system, which supports the most common data formats, authentication schemes and data retrieval.

### **BENEFIT FROM OUR SERVICE ORIENTED ARCHITECTURE (SOA)**

QUALCO Collections & Recoveries can be integrated into an existing SOA environment, so all your systems can work together seamlessly.

### **EASILY ACCOMMODATE FUTURE CHANGES**

Bolt on additional tools or add new data to the system after go-live as needed; the system can develop as your collections and recoveries business needs change, through new integration with external systems.

### **ADHERE TO STRICT SECURITY AND LEGISLATION STANDARDS**

Reduce the risk of data integrity issues and security breaches.

### **TAKE ADVANTAGE OF FLEXIBLE ONLINE INTEGRATION**

Utilise web services for business-critical data updates, allowing you to then make decisions and react to customer communications in real-time.

### **INTEGRATE DATA FROM A WIDE RANGE OF SOURCES**

The system supports the majority of out of the box pre-configured business entities, such as creditors, portfolios, debtors, products, account details and agreements.

### **DRAW ON OUT OF THE BOX XML SCHEMAS USED WITH INDUSTRY-LEADING TALEND ETL TOOL**

Easily extract, transform and load data in a vendor-independent environment. QUALCO provides and maintains new or updated Connectors XML Schemas with each version.

### **DELIVER AN EFFICIENT STAFF AND CUSTOMER EXPERIENCE**

Seamlessly and reliably integrate with your existing systems, minimise disruption and improve service levels.



[www.qualco.eu](http://www.qualco.eu)

