





TechM Collections Offering Powered By Qualco for Financial Services Sector

> Connected World. Connected Experiences.

Tech Mahindra, together with Qualco, Proactively Optimise Collections process across the Financial Services (FS) customer journey. We utilise the most suitable contact channels and then offer contextual solutions that ensure customer and business sustainability while enhancing the value of collections. Here's our approach to address the collections situation:

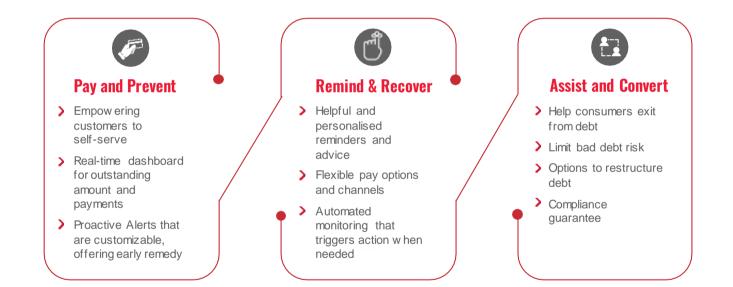
Our solution can enable identification of current & potential debtors & early risk detection via customer trend analysis. Our Smart contact approach based on early detection & sw ift response can bring in the best synergies between front & back office. We achieve personalized customer level treatments for all consumer and commercial customers, through any engagement channel.

We can help Financial Institutes identify and treat Credit Risk early and open up a wide range of Customer Communication channels.

We can facilitate identification of vulnerable customers and refine hardship programs to mitigate loss.

Identifying Customer Behaviour Before and After the Pandemic

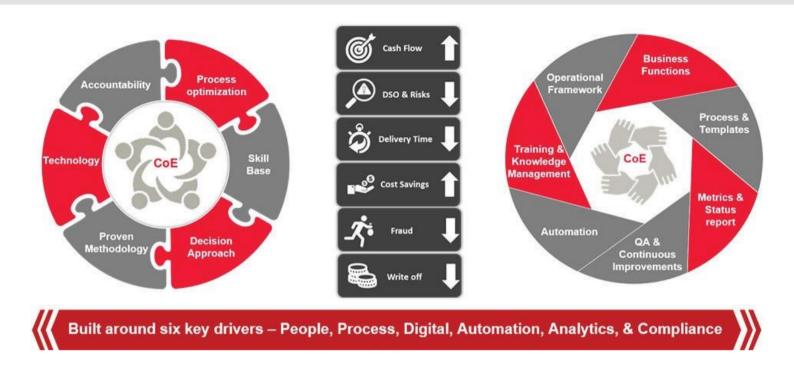
Qualco's Data-Driven Decision Engine (D³E) can quickly build explainable and authoritative models, predicting customer behaviour in a COVID impacted world. D³E's advanced modelling capabilities coupled with TechM's sound experience and expertise of soft debt collections approach will enable an effective collections analytics strategy.





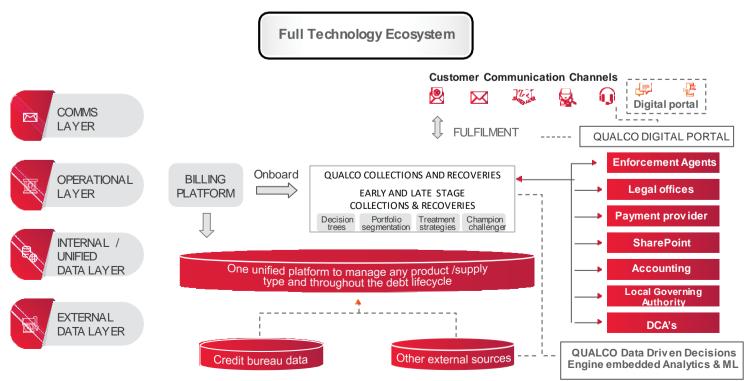
TechM's Smart Collections Approach

It is a one-stop solution that leverages Automation led Cross industry debt management experience across B2C as well as B2B customer segments.

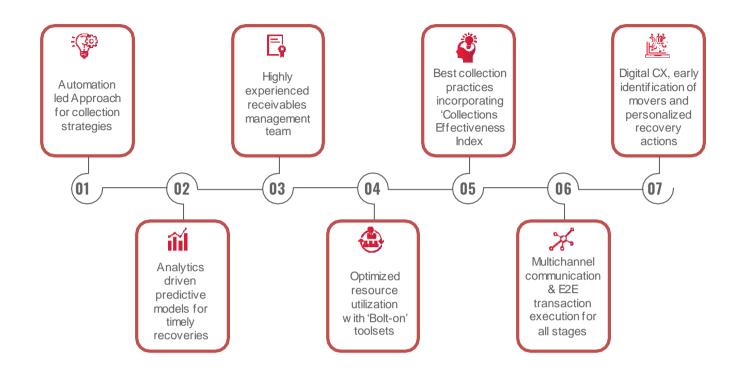


TechM's Renewed Digital Approach Powered by Qualco's Full Technology Ecosystem

QUALCO



Tech Mahindra's Qualco enabled digital solution for Collections offers:



For more information, please write to us: <u>Rohan.Das@TechMahindra.com</u> |<u>Gaurav.Wadhera@TechMahindra.com</u>



Tech Mahindra

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