

HARD COLLECTION PROCESS AUTOMATION

IBM BPM based solution for easy implementation and improvement of
hard collection process and sub-processes

MAIN CHALLENGE: HOW TO MANAGE SEVERAL NEW NON-PERFORMING OR HARD-COLLECTION CASES IN THE POST-COVID ERA?

*Long-term collection processes • Poor documentation management
Necessity for several reports • Complex legal procedures
Limited human resources • Staff fluctuation
No detailed monitoring of applied strategy and time correction measurements*



ASSIGN RESPONSIBLE WORKOUT MANAGER

Timely assignment of available WO manager
Takeover management in case of people fluctuation



DOCUMENTATION TAKEOVER

Improve the process of documentation takeover by
different units, e.g. business, risk, credit
administration, accounting or legal.



DOCUMENTATION REVIEW

Set up a structured and consistent
review process, so the main
information is secured and risks
and covered.



GATHERING OF ADDITIONAL INFORMATION ABOUT THE BORROWER



Collect and update key
information, or identify
other signification creditors.

5a

IS THE CLIENT CO-OPERATIVE?



ANALYSIS

Supported by templates, forms, and checklists

5b

IS THE CLIENT
FINANCIALLY VIABLE?

5c

ARE THE COLLATERALS
VALID, ANALYSED AND
APPRAISED?



5d

DO WE UNDERSTAND THE
BANKRUPTCY
AND PRIORITY OF CLAIMS?

DEVELOP A WORKOUT STRATEGY

- RESTRUCTURING
- AGREEMENT
- ENFORCEMENT



ACTION

- STRATEGY NOT SUCCESSFUL?
- COLLECTION IN LINE WITH THE EXPECTATION?
- WORKOUT STRATEGY SUCCESSFULLY COMPLETED?



REGULAR MONITORING



WORKOUT MISSION COMPLETED

- ✓ EFFECTIVE HARD COLLECTION MANAGEMENT
- ✓ 360° STRICT AND WELL DOCUMENTED PROCESS
- ✓ HIGHER COLLECTED AMOUNT

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