

CollectPortal

A self-service portal for customers to effectively manage cases online in real-time

Delivering 24/7 self-service to maximise collection rates

CollectPortal is a new cloud hosted self-Service digital platform for enhanced collection management.

It empowers your citizens and customers to pro-actively manage their accounts anytime, anywhere via a connected device.

Helping to safeguard your customers through flexible and improved debt management.

Intuitive and flexible, CollectPortal provides a convenient 24/7 multi-channel self-service option, supporting you to deliver improved services for your customers.

CollectPortal enables your customers to:

- ▶ Make a single payment
- ▶ Set up recurring payment plan with card or Direct Debit depending on their ability to pay
- ▶ Download statements and upload evidence
- ▶ Request call backs from the relevant department
- ▶ Access help and advice via a designated site

Top reasons to choose CollectPortal

- ▶ Promotes pro-active account management to maximise collection rates
- ▶ Helps to improve debt management for your customer depending on their circumstances and ability to pay
- ▶ Drives channel shift to reduce administration
- ▶ Facilitates better use of resources
- ▶ Delivers 24/7 service to increase customer satisfaction

Delivering efficiency savings to help your organisation increase revenue and boost business performance

Collect Portal reduces direct customer contact and administration through channel shift, enabling resources to be focused on decision-making to help you increase revenue generation and optimise productivity.

Contact us to discover how you can maximise collection rates and deliver improved services with CollectPortal

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Helps to support your customers



Maximises collection rates



Delivers 24/7 service