

Customer Stories

intrum justitia

Intrum Justitia Ibérica is a company with more than 27 years of experience and leadership in the market of debt collection. In Spain it was created by the Banco Central Hispano and soon the Intrum Justitia Group became a shareholder, having acquired 100% of the company by the time of the fusion with Santander and creation of BSCH.

The services delivered are:

- Management of Consumer Collection
- Management of Insolvent
- Management of Commercial Collection
- Management of International Collection
- SLS
- Judicial Management
- Stocks purchase

The need of having predictive dialling in the Contact Center

The Intrum Contact Center used an internally developed mode preview solution. It worked properly, but it started to show some constraints, such as the predictive dialling. "In the progressive dialling model, the agents are responsible for solving the situations in which there are no contacts with the debtor", says Alberto Pérez, Operational Director, Intrum Justitia Iberia. "With the deployment of the predictive dialling functionalities, we wanted to achieve two main goals: reduce the time between calls and automatically address all the calls that were not answered. Through this time period reduction, we would increase productivity in the Contact Center and, in an indirect way, the revenue".



After deciding to go for an external provider, Intrum Justitia performed several assessments in order to choose the right solution. The conclusion was that Altitude Software's solution was the top one: solid software, perfectly integrated with Intrum's solution, enabling the Contact Center to work in real-time with the business operations and designed according to the end-user demands.

"The decision took time because the group suggested we worked with CISCO and

Altitude Software is a solid, end-user oriented software. After a comprehensive analysis of the project ROI, we reached the conclusion that, in less than eight months, we had recovered all the investment. Not only we have reduced the time taken to perform effective calls, but also haven't lost a second in non-effective contacts! "

Alberto Pérez

Operational Director, Intrum Justitia Ibérica

Client Data

- Created in Sweden in 1923
- European leader in the market of debt collection management
- Present in 22 European countries
- More than 90.000 clients
- 2.900 employees

Business Benefits

- **Higher Productivity**
Intrum Justitia has improved the agents productivity in campaigns through the Altitude uCI platform predictive dialling tool
- **Fast Return On Investment (ROI)**
Total return on investment in less than 8 months.
- **Increment of collections through the:**
optimization of the call' time periods; adjustment of the scripts according to the campaign evolution; suppression of dialling errors, etc; more contacts per hour; higher contact success rate.
- **Wide scope of information provided by the Altitude CTI**
The wide scope of information provided by Altitude Software's CTI and the supervision of the call information enables an effective management of the tasks performed by the Contact Center.
- **Integration with the business applications**
The integration of the solution with the internal applications optimized the system.

its IP solution”, explains Alberto Pérez. “But we agreed on reached and agreement and were authorized to make a different decision”.

Time proved them to be right and today all departments use Altitude Software. The results are great, as they managed to reduce successful call duration in 6 seconds, and saved 23 seconds in each non-effective call, since almost no time is spent on these contacts.

Intrum Justitia Ibérica increased the revenue without adding more agents, which has enabled the company to increase the actual agents’ salary, getting better work environment and motivated human resources. “The integration with Altitude Software was not invasive to the agents. They understood that it made their work easier because they deliver more in less time and achieve a better time management”, says Alberto Pérez. “The predictive dialling system addresses inbound calls, calls to non-existing numbers and the ones the debtors answer. The time the agents spend in these tasks is now directed to contact more debtors and therefore to achieve better results”.

The Contact Center has 62 agents and the workforce is divided in two teams. In the past, there were 200.000 calls per month versus the today million and a half.

Collaborating towards the rapid growth of Intrum Justitia Ibérica

The core-business of Intrum Justitia obliges the company to be on top of the newest technologies as there is a strong competition. According to Raquel Serradilla, General-manager of Altitude Software Spain, “one of the main advantages that our solution provides to Intrum Justitia is the improvement of its agents productivity, which gives them the agility and quickness needed to actively compete in this dynamic market”.

The incorporation of the predictive dialling turned the Iberia delegation in the fastest and higher growing one at the European level. Although there is a plan regarding the phone contacts, it is necessary to make massive marketing actions (mailings, SMS, and so on) in which the Altitude Software’s solution also plays an important role, supporting the inbound calls.

Altitude Solution’s Advantages

- **Optimized Number of HR**
The predictive mode enables Intrum Justitia to perfectly organize the dimension of its human resources.
The predictive dialling solution boosts agent productivity
- Agents have access to all contact relevant information when making calls
- Fast integration with internal applications and marketing campaign applications

Solution Description

- Altitude uCI 7.1 Asisted Server Platform
- Altitude Voice Inbound
- Altitude Voice Outbound
- Altitude Voice Outbound predictive
- Altitude uAgent OCX
- Altitude uCI 7.1 Asisted Server Platform

Contacts

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