



iFacto Collection Management

Specific characteristics

● Key Performance Indicators (KPI's)

In order to allow you to set up a policy that takes the individual situation of each customer into account, the iFacto Collection management module uses powerful Key Performance Indicators (KPI). On a daily basis the system calculates no less than 10 KPI's for each customer. Examples are: the number of outstanding invoices, the balance due, the proportion between a customer's overdue balance and his credit limit, etc.

While implementing the module, the timing and order of the successive actions (proposed by the system based on one or a combination of KPI's) are determined in line with the company's objectives.

● Individual dashboard

An individual dashboard shows each employee all necessary information regarding the customers that have been assigned to him.

Based on the daily recalculated KPI's the system suggests actions to be taken, like phone calls or the sending of reminders by either e-mail, fax or letter. The employee still has the

final call on whether he follows up on the proposed action or not, but a detailed history of every action taken or ignored is kept within the system.

● Sharing of responsibilities within the team

Obviously the absence of one employee should not endanger the continuity of your funds collecting processes. While developing the iFacto Collection Management module the need to maximize co-operation between various team members was rigorously kept in mind. This results in the fast and easy transfer of some or all responsibilities from one team member to another.

● Management information

Although every employee decides if and how he follows up on the actions proposed by the system, any action taken or any proposed action ignored will automatically be registered by the system. By means of tailored reports based on the history of actions list managers can rigorously track the performance of an individual employee or the team as a whole.