CABOT FINANCIAL AUTOMATES PAPER-BASED PROCESSES WITH THE CONTENT GROUP

- Debt purchasers improve customer service with enterprise content management solution from The Content Group -

Cabot Financial, a market leader in consumer debt purchase in the UK has implemented an Enterprise Content Management solution from The Content Group. The solution valued in the region of £250,000 includes EMC Documentum's document management software Documentum AX5, and is coupled with a five year maintenance and support agreement. It enables the organisation to control, manage and process business critical information including its vast amount of customer correspondence more effectively, thereby facilitating an enhanced level of customer service.

Established in 1998, Cabot Financial buys 'overdue' debts from banks and other major lending companies across the UK. Managing over 1,700,000 accounts, it receives on average 6,000 pieces of customer correspondence per week, creating a substantial volume of time-consuming and previously administrative work.

Bernie Burdett, IT Director at Cabot Financial, comments, "We recognised the need for an automated document management system as staff resources were being stretched to the limit and customer documentation was not being dealt with efficiently enough. Since the majority of the correspondence we receive is in paper format, which takes more time to handle, it was vital to us that we found a better way of managing the information.

She continues, "We were already working with The Content Group to upgrade our output management system FormScape. The team could see the issues we were facing and suggested the EMC Documentum AX5 solution as a highly efficient and cost-effective tool to help rectify them. Having reviewed AX5, I was again reassured that TCG as a specialist in the field of Enterprise Content Management is focused on

its clients needs and requirements whilst considering the cost impact on the business."

With the implementation of Documentum's AX5 solution and the upgrade of FormScape, Cabot Financial's document management and processing is not only more automated and streamlined but the company is also able to recognise which documents have not been picked up, assess why and then deal with cases in a more methodical manner. This, along with integration with the organisation's call centre application, enhances Cabot Financial's customer service, allowing approximately 300+ call centre agents to resolve calls at first point of contact and reduce the number of customer queries.

Using the workflow tools, the solution enables staff to prioritise their workload, by automatically distributing documents to each department. The retrieval process is far quicker and this is particularly useful to staff, especially agents in the call centre, as they have information at their fingertips when handling a call. Authorised staff members have access to relevant documents as and when required.

Bernie Burdett concludes, "The whole experience with The Content Group has been a positive one, from initial discussions about our prerequisites to developing a strong relationship. The organisation has a young, fresh and approachable outlook with a good understanding of its client's needs and requirements coupled with the ability to deliver on its promise."