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in association with

6 October 2009
Tower Hotel, Central London

Outsourcing Collections *'Pitfalls & Opportunities'*

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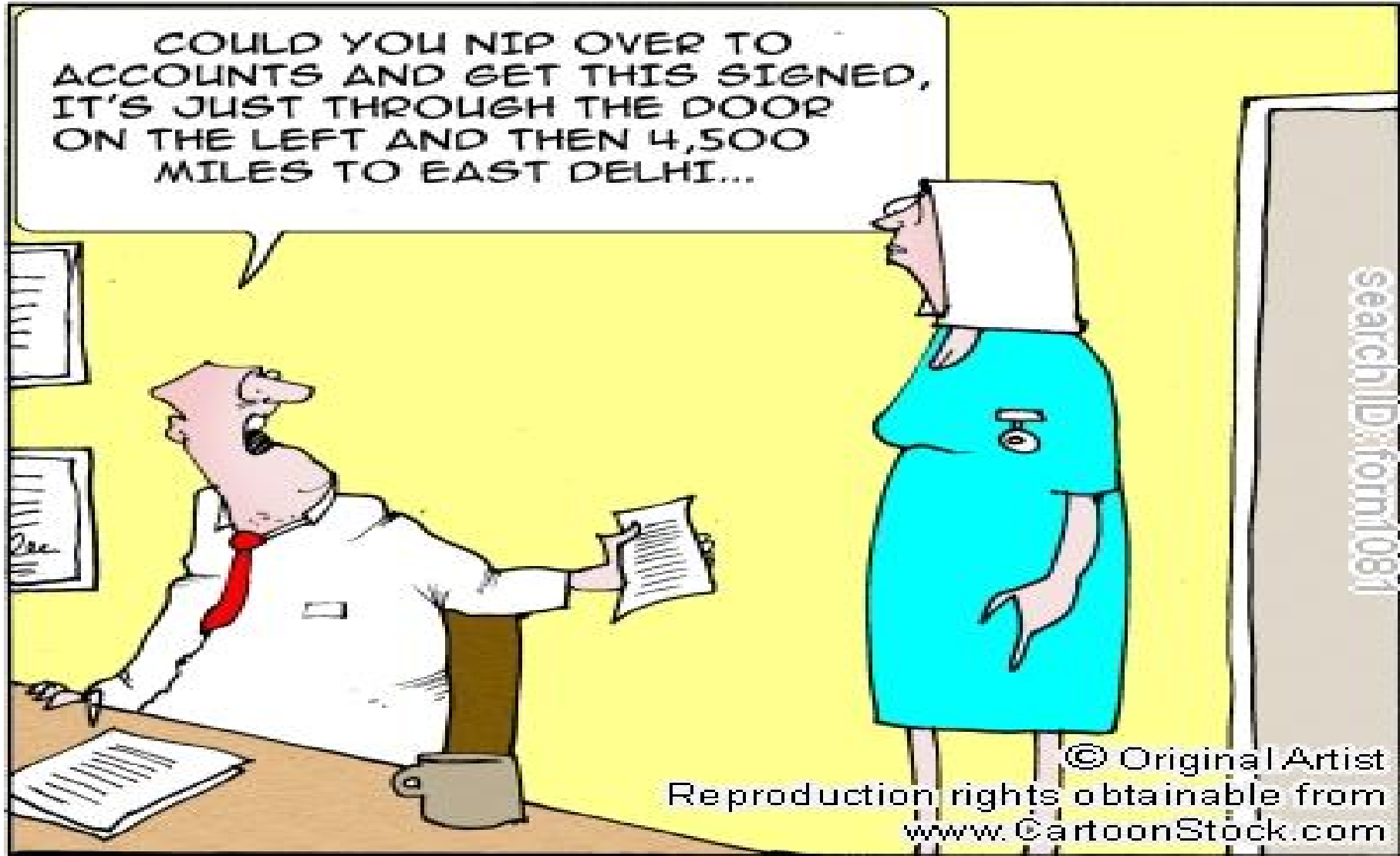
**Billing, Customer Finance & Revenue Assurance
@ The Carphone Warehouse**

CCR-i Gary McCready

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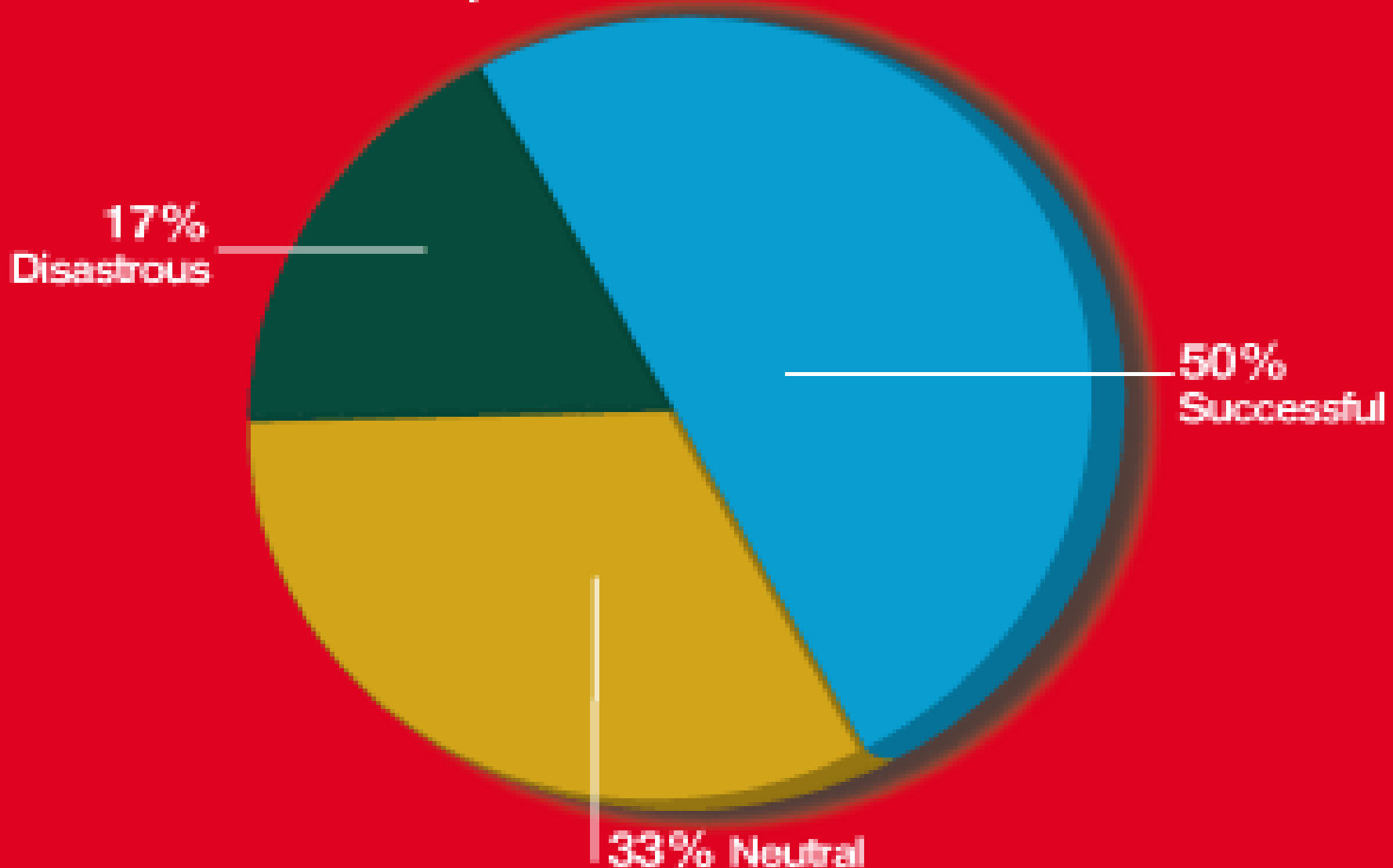
Common misconceptions about Outsourcing?

http://www.youtube.com/watch?v=YR_-aMVQWZI&NR=1&feature=fvwp



Here's To Success

How successful has your company's outsourcing experience been so far?



How to avoid some of the 'Pitfalls' of Outsourcing Collections

- 1. Establish clear objectives**
- 2. Get a compatible provider**
- 3. Don't focus just on cost-saving**
- 4. Expect to get what you pay for**
- 5. Get the communications right - establish an ORM model**

- 6. Retain accountability**
- 7. Get Senior Stakeholder sign-off**
- 8. Pick the right work to outsource**
- 9. 'Clean up' before you outsource – if you've got a 'bad process' don't simply pay someone else to do it for you**
- 10. Get the SLA's right**

Outsourcing

– is it worth all of the effort?

- **89%** of the UK's FTSE 250 companies use outsourcing for at least one part of their business.
- However Collections is often less than this - one of the key reasons cited are reservations due the 'public perception' of using non-UK Call Centre agents.

10 reasons why your business could benefit from outsourcing Collections;

1. Control operating costs
2. Take out non-core functions...redirecting time and energy into your core business
3. Improve efficiencies through economies of scale
4. Reduce overheads and free up resources
5. Minimize capital expenditure – and eliminate investment in fixed infrastructure

- 6. Free up your senior team from day-to-day process problems**
- 7. Level out cyclical or seasonal fluctuations**
- 8. Enhance tactical and strategic advantages**
- 9. Eliminate staffing problems such as absenteeism and time keeping - Save on recruitment and training costs.**
- 10. Focus on strategic thinking, process reengineering and managing trading partner relationships**

Does Outsourcing work for Collections?

- From my own experience I believe that it can – but it carries a caveat
-It can only be successful if it is managed & executed correctly – with the full endorsement & support from your senior stakeholders/Exec team.

<http://www.youtube.com/watch?v=kKD9AJ6sFX8&NR=1>

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**Any
Questions?**

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Thank you for your time

- I will be available all day, so please do not hesitate to speak to me if you have any questions
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