



Default Manager

Is your credit quality deteriorating?

Are you faced with increased pressures to maintain profitability after years of growth?

Are you loosening your credit policies to continue growth?

Are you looking for ways to lower your costs for managing default?

Many financial institutions are looking to improve their default management practices and, with that, considering modernization and/or system replacement. Wanting to emphasize customer service and customer-centric capabilities, many forward-looking institutions are looking beyond traditional, siloed default management systems. They are looking for a solution that:

- Spans their entire lending spectrum and lifecycle of default to achieve the operational leverage and benefits
- Provides their agents with a complete picture of each customer's relationship
- Supports the strategies and complex business processes required for their various portfolios

They recognize that default management is more than just collections and recovery. It's a crucial step in building better, deeper relationships with their customers.

The Solution: FIS Default Manager

For more than 30 years, Fidelity National Information Services, Inc. (FIS) has provided collections and recovery functionality to major financial institutions all over the world. FIS has combined our proven business expertise with the latest technologies to provide an enterprisewide, customer-centric default management solution. Default Manager utilizes advanced workflow features, customer-level risk scoring and treatments, high-volume processing, and scalability to provide the agility, flexibility and customer focus necessary in today's competitive lending environment.

Default Manager's enterprisewide reach reduces your overall deployment and support costs and provides common collection and recovery processes across your entire lending spectrum. Its common-customer view enables your agents to determine more quickly whether they are interacting with a longtime customer in good standing or one with an established history of collections activity. These powerful combinations enable Default Manager to provide efficient, effective processes that deliver positive bottom-line results.

Benefits

Default Manager's comprehensive design enables you to effectively manage the entire default process, thereby eliminating the need for siloed point solutions.



FIDELITY NATIONAL
INFORMATION SERVICES



All-in-one functionality

The solution's all-in-one functionality gives you the power to manage the complete default life cycle from within in a single system, including:

- Collections
- Recovery
- Bankruptcy
- Repossession
- Inventory management
- Asset sale
- End of term
- Foreclosure

Flexible interface

Its flexible interface supports virtually all credit products, lines of business and customer types, providing full functionality and configurable workflows to achieve an enterprisewide default service utility.

Enterprisewide view

Default Manager's customer-centric design provides an enterprisewide view of each customer across all products and lines of business. This enables the creation and utilization of treatments to maximize customer value and help solidify your loyal customer base.

Lower operational costs

The solution's enterprisewide reach lowers operational costs by eliminating siloed systems and their associated training and support costs.

Customized scoring model

By utilizing scoring models based on customer and account attributes, Default Manager identifies "red flags" earlier than normal and creates scenarios for customers to self-cure. The solution's customized scoring models, based on product, location and costs, enable users to easily create business rules for standardized activity templates. As a result, accounts with like conditions are uniformly addressed by the system without user intervention.

Performance measurement tools

The solution helps you manage resource utilization and expense by providing real-time updates on business performance. Default Manager measures not only the performance of your internal employees, but also provides the tools to measure outside agency performance. Its champion/challenger strategy tools provide quantifiable feedback and create an effective business case for managing contract performance by allowing you to test various scenarios against their current-state process models and understand the risks and complexities prior to making final decisions.

Increased efficiency

Default Manager provides enhanced business functionality for greater ease of use and efficiency gains:

- Enhanced queue management that enables dynamic list creation and account movement based on any database field or real-time status change throughout the workday
- Configurable workflows to support on-the-fly business process changes

- Access to all data that allows for creation and management of user reports and interfaces
- Centralized management control over work queue creation, workflows and collector assignments, that provides a full view of the entire default process and enables easy shifting of workers to areas of concern

Features at a Glance

Control, Operations and Reporting Engine (C .O.R.E.)

- Real-time queuing framework
- Workflow engine
- Centralized data repository used by all the default components
- Notes repository with query capability
- Agency management
- Performance management
- Automated forms and letter creation and storage
- Electronic-based information sharing with vendors and outsourcing partners
- Enhanced reporting and data access utilizing the Xamine information framework

Collections

- Outbound call optimization – the right calls at the right time
- Promise-to-pay tracking – single and multiple
- Time zone management

Recovery

- Integrated loan accounting
- Fee processing
- Real-time deficiency-balance calculation
- Recovery payment scheduling and billing

Repossession, Foreclosure and Liquidation

- Equity-based decision calculation
- Repossession agency monitoring and tracking
- Inventory management monitoring and tracking
- Liquidation monitoring and tracking

Bankruptcy

- Both court-ordered and contractual obligations tracking
- Automated proof-of-claim and reaffirmation creation and transmission

End of Term

- Both pre- and post-termination customer communication and tracking

Contact Us



For more information regarding this product, including availability, please contact Fidelity National Information Services at 888.323.0310.





**FIDELITY NATIONAL
INFORMATION SERVICES**

Asia Pacific

+65.6225.5926
ap.marketing@fnis.com

Europe/Middle East/Africa

+44.1923.710123
emea.marketing@fnis.com

Latin America/Caribbean

+1.501.220.5819
lac.marketing@fnis.com

United States

+1.888.323.0310
fnfis.marketing@fnis.com

Web

www.fidelityinfoservices.com

January 2008 • B038

