

Automating collection management system for **improved compliance & better performance**

CASE STUDY



About Client

Leading private
bank of India



Industry

Banking



Service

Applications

Business **Need**

Automate the Delinquency Management System to have a better visibility of the defaulters and manage it in a near real-time manner.

Business **Challenge**

Our client is India's leading private bank which has a large network of remittance partners across the world. However, they were facing an issue with the collection process, since it was manual in nature and the efforts spent on the collection process were not getting tracked which led to no real-time reports on collection or fund tracking.

The client wanted a comprehensive collection management solution that would help them to

track and monitor current status as well as visualize the future of collections. Our client was looking out for a partner that could streamline and automate their collection process across their branch network to have a better visibility of the defaulters and manage delinquency in a near real-time manner.

Business **Solution**

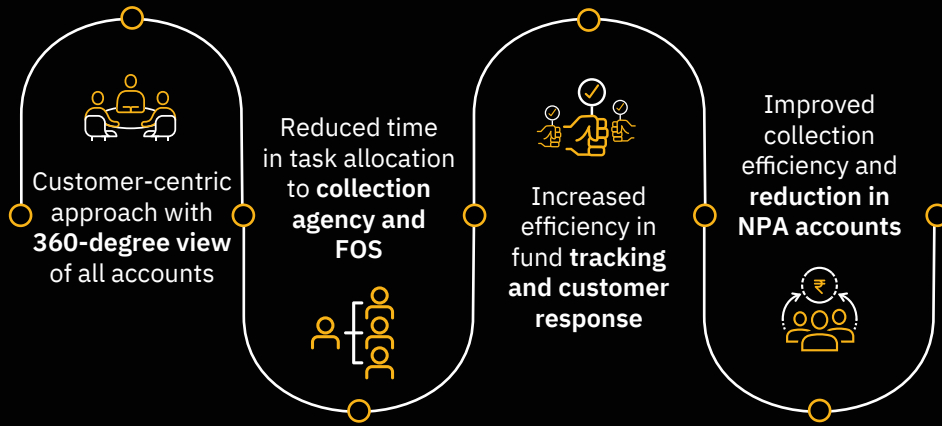
NSEIT's experts understood the problem statement and implemented an out-of-the-box solution with ENCollect - a collection management solution provider. As a digital omnichannel BFSI debt collection system, ENCollect provides an end-to-end mechanism with the RAD platform and supports services for software utilization.

The co-implemented solution is a combination of web-based and mobile applications. The solution consists of features such as; account allocation with auto-allocation logic, quick excel uploads, and a mobile app for front-office services and bank staff, combined with GPS tagging.

Technology **Stack**



Business Impact



NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure & Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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