

Optimizing Debt Collection Operations

Historically, the debt collection industry has been resistant to change. Regulatory concerns led to a distrust in new technologies, so today's collections practices generally operate as they did 40 years ago. Now, with new regulations limiting borrower contact, the end of COVID-era stimulus payments leading to a spike in delinquencies, and new fintech entrants increasing competition, out-of-date processes aren't enough.

The best performing collection teams are those who use historical data and invest in advanced analytics. By identifying customers with the highest propensity to pay and targeting them with customized outreach, AI/ML technologies use smarter strategies and focused efforts so lenders recover more revenue more effectively. With Eureka Collections, lenders identify the factors most likely to influence behavior and tap into prescriptive insights and settlement options for each borrower. Pattern recognition technology can head off delinquencies before they happen by uncovering early warning signals and recommending preventative actions.

Putting AI in the hands of business users

Many organizations have failed to move AI projects beyond small, centralized data science teams due to operational challenges and previous generations of inefficient AI platforms.

Eureka Collections is different. It is built on the proven, enterprise-ready Eureka platform and pre-packaged for rapid deployment. It provides explainable AI that visualizes analysis and delivers predictive and prescriptive insights, so users understand immediately and take swift action—without data science experience. Eureka Collections uses your systems, resources, and data to reveal actionable insights and predictions. You benefit from the business improvements without a large upfront investment in talent, platforms, and tools.



Eureka Collections

Powerful, enterprise-ready AI for collections agents, managers and strategists

With explainable AI, the Eureka Collections application helps business users optimize resources across the entire collections process, automate pipelines, and personalize tactics to recover the most revenue.

Eureka Collections automates the entire data science workflow so collections teams benefit from a powerful AI platform in their daily operations, without needing any data science training or expertise. Eureka AutoML capabilities ingest your historical data, identify underlying patterns in it, segment your data to borrower types, and assign the highest fit models to each group to predict behavioral outcomes and the most efficient outreach strategies. All while ensuring compliance with federal and state regulations.

Eureka Collections integrates with your existing systems and workflows via custom APIs to legacy systems, supporting fast implementation and setup.

Segmentation

Account Health

- Continuously monitor changes in account behavior

Payment Propensity

- Predict the likeliness of repayment

Delinquency Prevention

- Estimate risk and prioritize borrowers according to value at risk and payback propensity

Engagement Optimization

Optimal Channel

- Identify the most successful channel of communication

Optimal Time

- Identify the best time to contact each borrower

Outreach Content

- Identify the best messaging and settlement options for each borrower

Workflow

API Connectivity

- Seamlessly integrate with your CRM and 3rd party vendors

Performance Management

- Evaluate and match agents with specific accounts and identify distress

Reporting

- Custom dashboard for monitoring report generation, resource planning, and audits

About SymphonyAI

SymphonyAI is building the leading enterprise AI company for digital transformation across the most important and resilient growth verticals, including life sciences, healthcare, retail, consumer packaged goods, financial services, manufacturing, and media. In each of these verticals, SAI businesses have many of the leading enterprises as clients. SAI is backed by a \$1 billion commitment from Dr. Romesh Wadhvani, a successful entrepreneur and philanthropist. Since its founding in 2017, SymphonyAI has grown rapidly to a combined revenue run rate of more than \$300 million and over 2,200 talented leaders, data scientists, and other professionals.