DEBT MANAGEMENT IN THE 21ST CENTURY

Optimus
BY TELROCK SYSTEMS

WHO ARE YOU?

You are a Debt Management Leader.

You want to service your customers efficiently and effectively, while optimizing collections or recovery rates. Being able to offer options to interact with you in their preferred channel is no longer a 'nice to have'. It's table stakes!

You are an Operations Leader.

You need to manage your finite resources while optimizing results for your firm. Productivity is paramount to you, and high turnover is not an acceptable excuse for poor productivity. Your collectors need to be productive on day one.

You are a Risk Manager.

You're only as good as you can demonstrate compliance with the prevailing regulations governing your business. Making sure that your customers know about the programs you have available to them regardless of channel is critical to your success.

You are a P&L Owner.

You are mindful of the total costs of operations and are always looking for ways to increase the returns for your shareholders.

WHO ARE WE?

We are Telrock Systems, providers of Optimus - the newest, most innovative solution that solves various challenges facing debt management leaders. Optimus is a real-time, end-to-end solution that allows you to manage your portfolio from preventative collections through recovery, including outsourcing to 3rd party agencies.
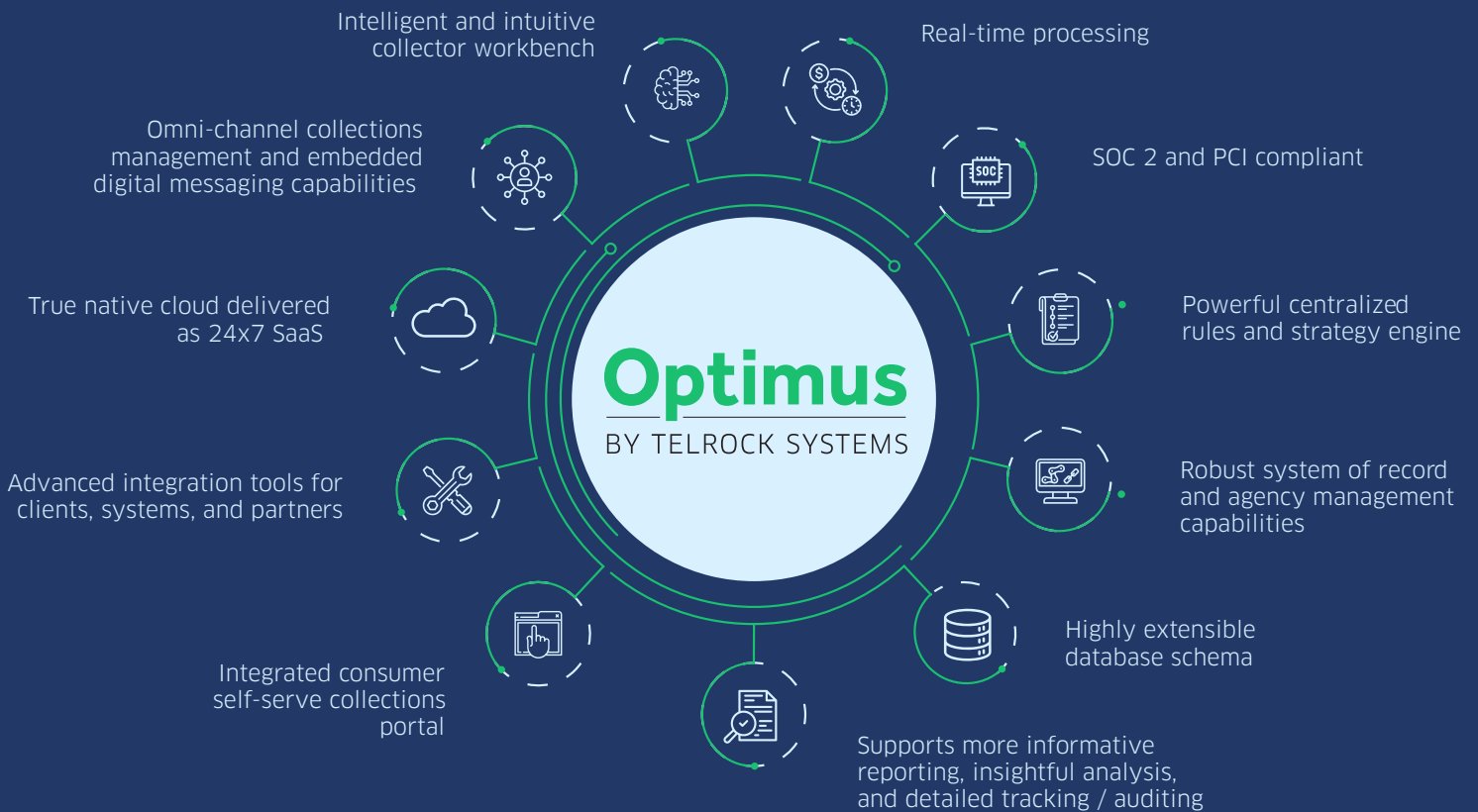
Our solution allows you to graphically design and deploy new strategies easily with low/no code configuration that you can change as your business priorities change. This reduces your technology costs, while continuing to improve the performance of your operation.

Optimus enables new collectors to onboard quickly by leveraging scripting based on the accounts they work on, safeguarding that every customer receives the right treatment while ensuring compliance with regulations.

Optimus enables your customers the opportunity to interact with you as they prefer - whether by telephone, text, email, or self-service via a customer portal. Consistency of treatment is ensured, which improves your customer's experience and your right party contact rates.

That's Optimus by Telrock Systems – Smarter Technology, Better Results.

OPTIMUS - A MODERN SAAS SOLUTION, BUILT FOR THE CLOUD – LOWER COST, HIGHER PERFORMANCE, EXTENSIVE FUNCTIONALITY.

Intelligent and intuitive collector workbench

Real-time processing

Omni-channel collections management and embedded digital messaging capabilities

SOC 2 and PCI compliant

True native cloud delivered as 24x7 SaaS

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Powerful centralized rules and strategy engine

Advanced integration tools for clients, systems, and partners

Robust system of record and agency management capabilities

Integrated consumer self-serve collections portal

Highly extensible database schema

Supports more informative reporting, insightful analysis, and detailed tracking / auditing

KEY VALUES:

- Enterprise-wide collections for any type of consumer product or service
- End-to-end integrated collections and recovery, including system of record
- Highly configurable and easy to implement new strategies without traditional IT support

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For more information, email info@telrock.com

About Telrock Systems

Telrock Systems is a global technology provider of modern cloud-native collections and recovery software solutions for creditors and 3rd party consumer collections organizations wanting improved functionality and smarter capabilities. Our flagship solution, Optimus, is an enterprise-wide collections and recovery software platform built new from the ground up. It leverages modern technology, powerful cloud computing, PCI DSS compliance, and more intelligent designs resulting in the broadest and richest collections and recovery Software-as-a-Service (SaaS) offering in the market. We provide our solutions in North America and Latin America (LATAM) from our Atlanta office, and in Europe, Middle East, Africa (EMEA), and Asia Pacific (ASPAC) from our London, UK office.

Telrock Systems
SMARTER TECHNOLOGY, BETTER RESULTS

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