

SMOOTHLY INTEGRATING YOUR EXISTING INFRASTRUCTURE

Do you have a complex and fragmented legacy infrastructure? Are you struggling to offer the optimum levels of customer service due to a lack of real-time interfaces? Is your poor system integration resulting in overly manual, error-prone and time-consuming processes?

Our comprehensive integration and migration functionality, part of the Qualco Collections & Recoveries platform, will allow you to easily integrate with your existing host systems (such as: billing, CRM, cards management, loan origination, as well as other core systems) and with external DCA systems, migrate legacy data seamlessly to the new platform.

BENEFIT FROM REAL-TIME AND BATCH INTEGRATION WITH ALL YOUR SYSTEMS

Qualco Collections & Recoveries provides the flexibility and ease of both **batch** and **online integration**:

Batch Integration

Our integration module supports automated two-way interchange and synchronisation of data between Qualco Collections & Recoveries and your systems

Online Integration

Our platform provides a range of web integration capabilities, including web services and APIs, to ensure that you have the flexibility to integrate in real-time to omni-channel communications, chatbots, diallers, payment portal, and digital channels



The graph presents the Qualco Collections & Recoveries key modules and their interaction with the internal and external stakeholders. There are several ways stakeholders can interface with the system modules through (i) **admin, agent and officer applications** (business and system admins, back office, call-center agents, legal and restructuring officers, branch RMs, legal offices, etc.), (ii) **online APIs** such as client and customer portals (iii) **batch interfaces** (originators, debt collection agencies, legal offices, etc.).

MIGRATE SEAMLESSLY WITHOUT IMPACTING YOUR CUSTOMERS

We understand that migrating from your existing platform may seem like a daunting task. Ensuring that you transfer all appropriate legacy data to the target system and that you don't affect the customer experience, often requires a significant investment in analysis, development, testing and planning. Qualco Technology's proven migration methodology and interface (migration connector) simplifies this complex task.



We have extensive experience in implementing the Qualco Collections & Recoveries platform for major banks and other institutions. Organisations depend on our knowledge, skills and methodology to minimise the risk and cost associated with these mission-critical projects.

KEY FEATURES & BENEFITS

EASILY INTEGRATE DATA IN BATCH

Make use of standard pre-defined layouts for interfacing large data volumes quickly and simply, typically on a daily basis

TAKE ADVANTAGE OF FLEXIBLE ONLINE INTEGRATION

Utilise web services for business-critical data updates, allowing you to then make decisions and react to customer communications in real-time

TRUST IN APIS BUILT ON REST TECHNOLOGY

Easily add, update and delete data within this flexible and robust system, which supports the most common data formats, authentication schemes and data retrieval

INTEGRATE DATA FROM A WIDE RANGE OF SOURCES

The system supports the majority of out of the box pre-configured business entities, such as creditors, portfolios, debtors, products, account details and agreements

BENEFIT FROM OUR SERVICE ORIENTED ARCHITECTURE (SOA)

Qualco Collections & Recoveries can be integrated into an existing SOA environment, so all your systems can work together seamlessly

DRAW ON OUTOF THE BOX XML SCHEMAS USED WITH INDUSTRY-LEADING TALEND ETL TOOL

Easily extract, transform and load data in a vendor-independent environment. Qualco Technology provides and maintains new or updated Connectors XML Schemas with each version

EASILY ACCOMMODATE FUTURE CHANGES

Bolt on additional tools or add new data to the system after go-live as needed; the system can develop as your collections and recoveries business needs change, through new integration with external systems

DELIVER AN EFFICIENT STAFF AND CUSTOMER EXPERIENCE

Seamlessly and reliably integrate with your existing systems, minimise disruption and improve service levels

ADHERE TO STRICT SECURITY AND LEGISLATION STANDARDS

Reduce the risk of data integrity issues and security breaches



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