

# White paper summary

Performance excellence for  
debt management



## The issues of debt management

Monitoring, and the information it provides, is an essential part of the day to day administration of a debt management programme.

From an operational and strategic perspective it is vital for the organisation to understand the performance of the collections and recoveries activities over time; how effectively resources are being used; and to have awareness of current and potential trends in the portfolio and market that may affect results.

This insight feeds into a continual cycle of evaluation and improvement, for operational efficiency and strategy effectiveness, and enabling measurement of the value that the debt management programme delivers to the organisation. It also enables the organisation to develop and implement new approaches and to carry out testing before full scale deployment. Deploying effective monitoring within a debt management programme can result in significantly enhanced performance, with more revenue collected at a reduced cost.

With effective, accurate monitoring, the debt management programme can ensure the value of debt recovered exceeds the cost of the collections activities and can clearly demonstrate this value to the rest of the organisation.

Collections Managers need to access timely and accurate performance information and indicators of changing economic trends that will impact on their portfolios. This is particularly pertinent when considering the huge pressure that collection operations are experiencing in terms of increased volumes as the recession continues.

The white paper looks at the area of collections business intelligence both in terms of the areas that should be monitored and the tools that can support a collections operation in achieving efficient monitoring.

It examines the value of indicators an organisation can monitor to achieve objectives and which demonstrate the value of the department to the organisation.

### Want to read more?

This executive summary is taken from the Decision Analytics white paper **Performance excellence for debt management**

Access a copy of this, and other Decision Analytics white papers, at: [www.experian-da.com](http://www.experian-da.com)

© Experian 2009

The word "EXPERIAN" and the graphical device are trade marks of Experian and/or its associated companies and may be registered in the EU, USA and other countries. The graphical device is a registered Community design in the EU.

All rights reserved.