

LMS OVERVIEW

LMS is a specialist legal debt recovery solution used by many leading legal, financial, utility and telecommunication companies for the recovery through the courts of charged-off debt.

LMS technology delivers clients with increased debt recovery rates; substantial reduction in recovery costs; resource efficiencies; superior analytics and functionality; and advanced management intelligence.

LMS can be seamlessly integrated into your organisation's existing architecture by effortlessly working alongside existing financial, collection, CRM or MIS applications.

It is completely configurable and can easily adopt your existing business strategies; develop new processes; and boost debt recovery effectiveness.

XRS ABOUT XRS

Founded in 1987 Expert Revenue Systems is one of the longest established revenue management and debt collection solution providers worldwide.

Our expertise and focus in the area of revenue management and debt collection technology continues to drive all research and development toward creating innovative and specialised solutions for our clients.

Our technology is developed using the very latest Windows development environment underlining our ongoing commitment to bringing innovative, scalable and efficient solutions to our customers.

Our management team brings together many years of experience in the collections and recoveries industry and our solutions continue to draw on our specialist understanding of the revenue management and debt collection industry. We are supported by a team of dedicated and skilled staff in the areas of technology development, client support and business management.

LMS BENEFITS

Reduce Your Bad Debts

LMS legal debt recovery technology can help your organisation significantly reduce your debts. Streamlined and efficient processes mean recovery of outstanding debts are maximised through the use of proven and highly automated solution.

ROI within Months

LMS is a cost effective solution and once deployed your organisation can benefit from reduced collection costs, increased recovery rates and advanced productivity. A full return on investment is typically realised by LMS clients within 9 to 12 months of implementation.

Optimise Recovery Rates

LMS' flexible technology allows you to configure individual recovery and treatment strategies by segmenting your charged-off debt. By using the system clients have achieved significant improvement in recovery rates. Judgments against debtors are now obtained as promptly as the court process will allow.

Complete the Collections Cycle

You can take full control of your entire collections and recoveries cycle by gaining a 360 degree view of every customer account; from managing and maintaining your arrears in-house; to outsourcing debt for recovery; LMS allows you to seamlessly take outstanding debt through the entire legal process including obtaining judgments, multiple enforcements, instalment and committal orders etc. LMS' ability to interface data with all members of the collections and recoveries chain means you have optimum control and up to the minute data at your fingertips.

Improved Productivity

Quick automation features, advanced decisioning tools, holistic account views and robust technology means your collections staff can work more efficiently and cost effectively in managing and recovering your outstanding bad debts.

Improved Intelligence

The robust analytics functionality and comprehensive suite of management reports within LMS allows you to evaluate and interpret recovery data and performance trends in real-time; set ongoing performance targets; and plan future strategies in line with overall business objectives.

Rapid Implementation

LMS' open architecture means it can be quickly and seamlessly integrated by our team of business and technical consultants into any organisation; can effortlessly work in tandem with existing collections processes and incumbent legacy systems (CRM, financial applications etc.); and requires minimal user training meaning you can rapidly begin to experience improved recovery rates, efficiencies and revenue.

Dynamic Work List Technology

The 'Live View' Work List Technology allows users to dynamically view, track and process case recovery stages from a single screen.

Integrated Workflow Management

The Work List technology provides an holistic view of your users' active work flows and allows for efficient work queue management; whereby tasks can be easily allocated and managed amongst individual collectors or teams.

Customisable Legal Strategies

Our experienced team of business consultants can work with you to configure the LMS system to quickly adopt or refine your existing recovery processes; In addition, we can advise on the implementation of best practice case segmentation and treatment strategies resulting in increased efficiencies and improved debt recovery rates

In-house & External Data Interchange

LMS' open architecture means it can easily exchange data with in-house financial, collections and CRM applications; and with external third party systems. The LMS system smartly integrates this disparate data into one platform enabling collections staff to make more up to date and advanced decisions on charged-off debt cases.

Analysis & Reporting

LMS has an expansive suite of report templates that can be adapted and customised to produce insightful and comprehensive management information. The system's report writer can easily create report templates; users can also produce reports using in-house report writing software.

Automated Billing & Outlay Fees

LMS will hold all accounting transactions within the debt recovery process. As cases are progressed and associated costs are incurred the appropriate fees will be charged to the particular case account. All payments received can also be entered and tracked. Invoices with full details for associated Outlay and fees are automatically produced and can be used internally as a debt management tool.

Document Management & Archiving

The comprehensive document management functionality within LMS enables users to easily create brand new documents/templates or modify in-built templates to any legal document or court form; archive multiple documents to an account; and attach any document format (MS Word, Excel, PDF, email etc).

Task Automation & Tracking

Users can rapidly automate recovery tasks using LMS' pre-defined 'Action' and 'Outcome' processes for multiple accounts, so minimising needless individual tasks and dramatically reducing recovery costs. In addition LMS can automate the distribution and receipt of account data between third parties; calculate and track commissions and settlement offers.

LMS' intelligent tracking technology automatically scans the system for account anomalies and alerts collections staff when a variance has been identified, allowing staff to continue with other critical or manual tasks.

Data Security

LMS' inbuilt security measures ensure data integrity is maintained with read/write access restrictions applied to various user type levels.

Performance Management

LMS enables ongoing management and measurement of all activities, outcomes, performance and associated costs related to the recovery of debt; therefore assuring the management of recoveries revenue are in line with financial and business objectives.

User-friendly Functionality

LMS' flexible and easy to use screen layout format and familiar MS explorer-based search functionality helps users to navigate with ease through the system.

TECHNICAL SPECIFICATION

LMS is built around Visual Basic and supports both Microsoft SQL Server and Oracle Database.

The application can be deployed by CD ROM or from a shared server location.

The LMS application uses a database server (MS SQL or Oracle) and a document production/archive server. Both of these can reside on a single server, but separate servers are recommended for larger installations.