

 **RMS OVERVIEW**

RMS is a leading international revenue management software solution. Its powerful technology has to date proven to reduce debtor days by up to 60% and can within months deliver a return on investment.

RMS technology delivers your organisation with dramatically increased collections revenue; immediate reduction in collections costs; resource efficiencies; superior analytics and functionality; and advanced management intelligence.

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

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

REDUCE DEBTOR DAYS

RMS can help you realise a 60% reduction in debtor days

RAPID ROI

Realise a full return on investment in 6 to 12 months

RETAIN CUSTOMERS

Build stronger customer relations and improve collections effectiveness

ABOUT EXPERT REVENUE SYSTEMS

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

Our expertise and focus in the area of revenue management 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 industry. We are supported by a team of dedicated and skilled staff in the areas of technology development, client support and business management.

 **RMS BENEFITS****Reduce Your Debtor Days**

RMS revenue management technology can help your organisation realise a 60% reduction in debtor days within a number of months. Streamlined and efficient processes mean payment arrears are minimised and collectors are focussed on maintaining absolute collections efficiencies.

ROI within Months

RMS is a highly cost effective system and once deployed your organisation can rapidly benefit from reduced collection costs, increased revenue collections rates and advanced productivity. A full return on investment is typically realised by RMS clients within 6 to 12 months of implementation.

Optimise Customer Retention

RMS' flexible technology allows you to configure individual collections and treatment strategies by segmenting your customers. By tailoring your collections processes by customer and account type you will reduce and prevent further delinquent accounts; build stronger customer relations and thereby retain more customers to maximise future business opportunities.

Complete the Collections Cycle

You can take full control of your entire revenue 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; through to the final legal stage. RMS' 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 collections revenue.

Improved Intelligence

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

Rapid Implementation

RMS' 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 collections efficiencies and revenue.

RMS FEATURES

Dynamic Work List Technology

The 'Live View' Work List Technology allows users to dynamically view, track and process account collection 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 Collection Strategies

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

In-house & External Data Interchange

RMS' open architecture means it can easily exchange data with both in-house accounting or CRM applications; and with external third party systems. The RMS system smartly integrates this disparate data into one platform enabling collections staff to make more up to date and advanced decisions on customer accounts.

Analysis & Reporting

RMS 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 Arrangement to Pay

RMS' automated arrangement to pay functionality calculates and assesses arrangement to pay terms, empowering collections staff to qualify payment terms whilst dealing with the customer. Once in place RMS discretely scans the system and flags the collections staff should the terms not be met.

Document Management & Archiving

The comprehensive document management functionality within RMS enables users to easily create brand new documents/templates or modify in-built templates to suit requirements;

archive multiple documents to an account; and attach any document format (MS Word, Excel, PDF, email etc).

Task Automation & Tracking

Users can rapidly automate collection tasks using RMS pre-defined 'Action' and 'Outcome' processes for multiple accounts, so minimising needless individual tasks and dramatically reducing collection costs. In addition RMS can automate the distribution

and receipt of account data between third parties; calculate and track commissions and settlement offers.

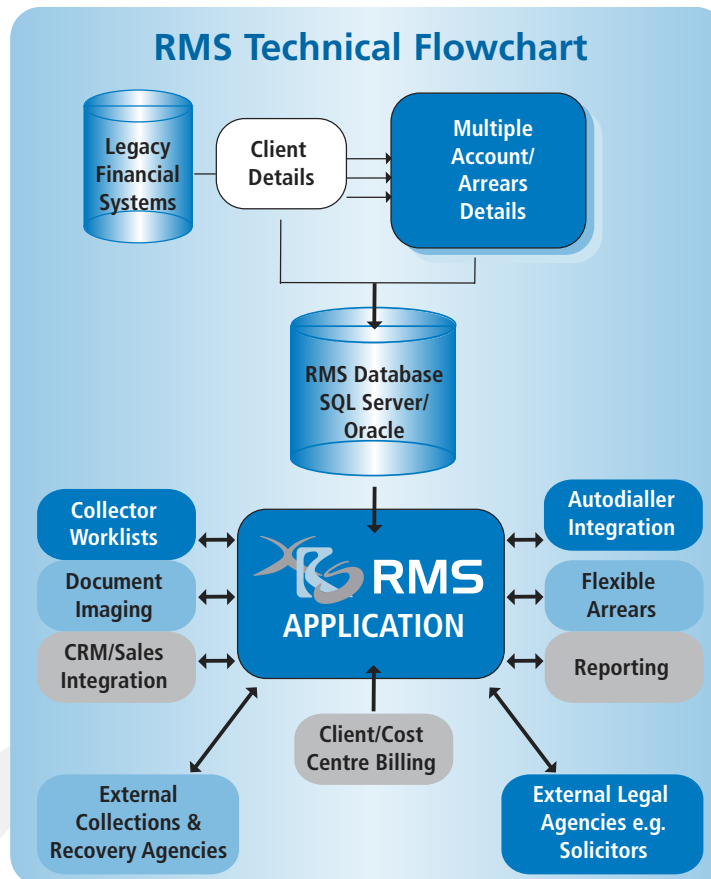
RMS intelligent tracking technology automatically scans the system for account anomalies and alerts collections staff when a variance has been identified, allowing staff to continue with other critical or manual tasks

Data Security

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

Performance Management

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



User-friendly Functionality

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

Multiple Currencies Supported

RMS can accommodate multiple currency-types.

TECHNICAL SPECIFICATION

RMS 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 RMS 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.