



Digital Collections



Financial Solutions

How do you increase engagement to help your customers clear their debt?

Introducing RISE as an innovative secure interaction channel to the collections process.

Your challenge

In a dynamic marketplace which has seen significant customer movement over the last 12 months, many organisations are faced with the challenge of reducing the amount of bad debt whilst retaining their customer base. It is therefore important that high customer satisfaction levels are being achieved, irrespective of the stage of the collections cycle. Organisations must help those in debt, or at risk of being in debt, to pay their bills by understanding what will help individuals in different circumstances to pay and providing easy ways for them to engage and make payment.

Our solution

Arvato's RISE (Rich Interactive Secure E-messaging) is a secure digital platform that is revolutionising the mobile messaging marketplace. Compared to more traditional methods of communication, RISE offers customers a more convenient method to interact with Arvato and our clients. RISE creates a personalised micro-website and a PURL is sent to the customer by SMS or email. A minimum of 3 levels of identification and verification protects personalised content and the RISE message can;

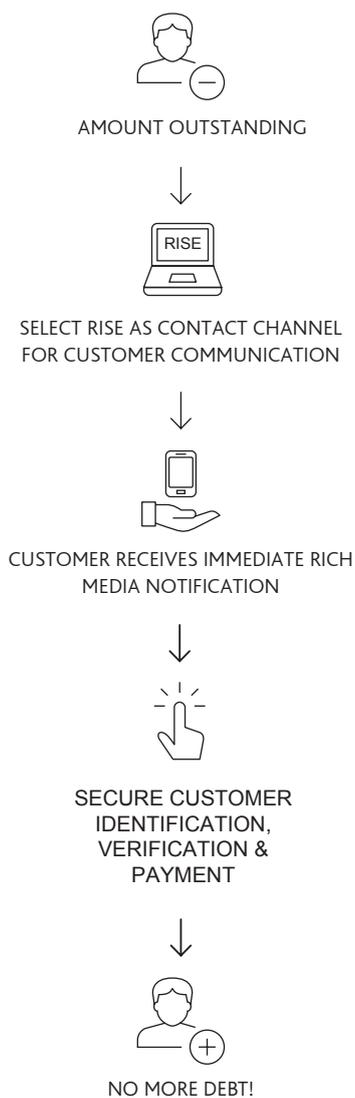
- Route the customer through to an agent at Arvato or your organisation.
- Direct the customer to online self-service or provide clear directions to the most local PayPoint outlet to make payment on their account.
- Deliver a PDF version of a bill, debt collection or field visit letter that can be tracked to show when it has been read by the customer.

Your benefits

-  Easy digital access increases customer engagement
-  Eco-friendly
-  Innovative solution which is easy to interact with
-  Customer-friendly approach improves CSAT
-  Secure Compliance with data privacy standards
-  Partnership with well-established Financial Solutions provider
-  Enhanced collection success rates



How RISE works



Putting your customer first

RISE offers tailored branding options with quick and easy set up processes. The experience is unique to the individual and enhances their journey through convenient, personalised interactions. Arvato's digital solution is more cost effective than traditional contact methods and enables full self-service. Customer engagement is made easy by visiting the Arvato operated online service www.my-rise.com.

RISE – the innovative digital collections method integrated in the online service www.my-rise.com

Arvato's RISE creates a micro-website personalised to each customer using their own account information. Each site is created for a specific purpose that includes delivery of customer bills or e-sign documents, capturing claims information, processing payments, customer satisfaction surveys and capturing important information. RISE sends a unique secure link to the customer's smart phone, tablet or computer, allowing customers to access their personalised RISE site conveniently.

Security

Three level identification and validation ensures that all data is processed in compliance with data privacy standards. Payment processing is PCI compliant.

The result

Arvato's innovative RISE solution encourages customer engagement and increases satisfaction. This means Arvato is able to offer your customers unique payment alternatives that are digital, secure and highly consumer-friendly!

Arvato Financial Solutions Services

- Secure identification, verification and payment.
- Tailored branding options with quick and easy set up processes.
- Unique payment alternatives that are digital, secure and customer-friendly.

Need more information? Just contact us.

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