

Example iPAM process: Managing debt collection processes

- 1. A company has several thousand customers, and offers services of different levels, issuing invoices on a monthly basis.** Some customers make payments late, and others fail to fulfill their obligations. A solution is required that makes it possible to manage the debt collection processes quickly, and without delays or errors.
- 2. Planning debt collection processes.** The first step is to develop an accurate process plan. For example: the customer receives notice three days after the first instance of late payment; the call center makes a warning call on the 15th day; service-limitation is initiated after exceeding a debt limit; and finally the contract is terminated and the debt is collected. These processes should be determined in accordance with the business objectives of the company: Solvent but "undisciplined" customers should not be driven away, while insolvent customers should be identified as soon as possible.

- 3. Process management.** iPAM™ automates processes to shorten debt collection times associated to each customer (from one week to as little as 15 minutes) and practically eliminates any possibility of error. Based on the debt collection steps incorporated in the process, most customers in arrears will make a payment, and legal steps are very rarely required. This reduces the time and cost associated with debt collection significantly.
- 4. Ex-post controllability and monitoring.** The processes defined in iPAM™ provide a quick and efficient response to changes in the business environment. These processes can be extended almost simultaneously as new requirements arise. The system is tuned on the basis of monitoring data and ensures significantly more efficient work processes. iPAM™ allows systematic analysis of the efficiency of debt collection processes, for example, the decrease in the number of customers in arrears as a result of automated call center calls.

TECHNICAL BACKGROUND

iPAM™ runs on IBM System i5 servers installed with the OS/400 operating system. If employed as middleware, the system offers a database management and platform independent solution. The system uses IBM DB2 RDBMS for data management, and the software was compiled in RPG and CL.

PARTNERS USING THE iPAM™ SYSTEM

Emitel Távközlési Zrt.
Inter-Európa Bank Nyrt.
UPC Magyarország Kft.
Hungarotel Zrt.
Fibernet Kommunikációs Zrt.

EUROMACC KFT. IS A MEMBER OF THE AMERICAN HUNTEL SYSTEMS GROUP ESTABLISHED IN 1912. BASED ON THE BILLING EXPERIENCE OF ITS AMERICAN PARENT COMPANY, EUROMACC KFT. HAS DEVELOPED A SUCCESSFUL RANGE OF BUSINESS SUPPORT, BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT SOLUTIONS, AS WELL AS A VARIETY OF OTHER COMPREHENSIVE PRODUCTS AVAILABLE AS OUTSOURCED SERVICES.

Process management solution
Process control and analysis
Organizational efficiency
Quality assurance
Task-driven automation

Business processes are generally **highly complex** and consist of a **variety of sub-processes** each supported by **different business software**. The iPAM™ tool **pulls together** all business processes, rendering them **manageable** and allowing for easy **measurement of both group and individual performance**.



LET IT FLOW

FULL IT SOLUTION FOR BUSINESS PROCESS
MANAGEMENT AND ANALYSIS





iPAM™

Companies have to meet numerous challenges: products and services must be consistently delivered to a high level of quality, new products must be developed and introduced on the market, and actions must be initiated to respond to clients' needs, competitors' moves and changes in the regulatory environment. Due to the multiplicity of tasks, company business processes merge into a complex system run by senior executive in such a way that **the company as a whole meets its number one requirement: to satisfy owners' expectations concerning profit and business value.** iPAM™ is a process management tool developed by EuroMACC that renders all **company processes** transparent and manageable. Executives will be able to easily **measure and analyze processes**, and make tasks and responsibilities clear at all levels of the company. Linking and automating the processes **considerably increases the efficiency of the organization:** higher performance may be reached with the resources available, new company resources can be identified, while fast and reliable data flow is ensured within the company and towards the partners.

Who should choose the iPAM™ solution?

iPAM™ proves useful to all companies with complex organizational structures and operations with multi-layered tasks, each using **different software solutions.** iPAM™ **middleware functionality brings together the various applications** and organizes them as a single process.

iPAM™ provides high-level **support for quality assurance and quality management processes.** All **steps of a work process** become traceable and can be **documented**, as well as **the times allotted and responsibilities assigned to these tasks.** These are all important prerequisites of providing consistent, high-quality services.

How do you work with the iPAM™ system?

iPAM™ manages processes at all locations and in all relevant organizational units, e.g. from the customer support centre to the call center and the billing department.

During the work process, **tasks are performed according to the previously set method and deadline.** These are typically: decision-making, recording of information and automatic forwarding.

Teams involved in a specific work process are **assigned tasks according to a set of defined rules,** so that each employee sees only their own tasks on their workstation.

MAIN FUNCTIONALITY OF THE iPAM™ SYSTEM

Creation of process models

iPAM™ has all the interfaces required to create process models, keep track of them and allow for changes.

Process maintenance

The process elements related to each task may be maintained separately, if required by changes to personnel or resource reallocation. The following maintenance functions are available:

- Task maintenance
- Organizational unit maintenance
- Resource maintenance
- User maintenance

Authorizations harmonized with work processes

Users at all levels of the company can be granted authorizations according to their role in the work process. For example, an employee can monitor his or her daily or future tasks on screen, while an executive can view the work of all of the employees and receive status information on individual tasks or larger processes.

Creating consistent documentation

Standardized templates can be created for a variety of documents, including contracts. The iPAM™ system can also export data to Microsoft Word templates, allowing up-to-date documents to be created in Word format.

Middleware functionality and system integration

iPAM™ links to the software applications of contractors, such as call centers, ERP systems and billing programs, allowing rapid system integration by associating and systemizing their data.

BUSINESS BENEFITS ASSOCIATED WITH USING iPAM™

EXECUTIVE BENEFITS

- Transparent and manageable processes are designed;
- Lower costs;
- Corporate strategy can be realized more effectively through business processes;
- Customer satisfaction can be improved by providing quicker, more consistent services;
- These benefits increase the business value of the company.

CONTROLLING BENEFITS

- More controllable and analyzable processes;
- Performance can be measured both at individual and group level;
- Reduced external and internal communications costs;
- A more efficient organization through improved internal collaboration.

QUALITY MANAGEMENT BENEFITS

- ISO specifications can be validated in work processes;
- Business processes can be standardized and simplified;
- Internal performance and deviation from specified standards can be clearly monitored;
- Easy-to-understand and agreed notions can be applied to work processes;
- Documentation of processes and sub-processes can be simplified.

IT MANAGEMENT BENEFITS

- iPAM™ works with other applications (such as MS Office, ERP and CRM solutions);
- Different applications can be linked (middleware functionality) to achieve systems integration;
- Quick, accurate and secure data flow within the organization and towards partners and customers;
- Corporate IT strategy goals can be monitored;
- iPAM™ can be integrated with the business applications of other contractors via a number of interfaces.

