

Student Loan Collections

Founded in 1980, this national leader in the collection industry provides services for direct student loan lending, Department of Education student loans, and Government collections needs. Headquartered in Western New York and employing nearly 1,400 people, the agency partners with multiple state and federal clients. The agency provides its clients with quality results, experience, leadership, and technology, including state-of-the-art infrastructure, telecommunications, and collections systems, ensuring the best the industry has to offer. The group is a subsidiary of SLM Corporation® (Sallie Mae), the nation's No. 1 paying-for-college company.

With a quickly growing collection business, the agency was looking for new technology that would help it keep up with the demands of its clients and its large number of accounts. "We were a fully-manual dialing environment. We had invested in our telecommunication infrastructure, and we wanted to match that with an advanced dialing technology platform," explains the group's Global Production Specialist. "We needed to automate dialing to improve our efficiencies and strategies and to increase contacts per hour. We also wanted to add digital recording and automated messaging. And, we needed a flexible collector desktop to handle different programs for different clients."

The agency looked at several contact center platforms and selected the *Noble® Solution* from Noble Systems. "We went through an RFI process to identify what systems were available and how they could meet our specific needs, and the Noble platform was the best match for our business requirements," the client states. "Noble gave us all of the features and technology we needed, with the added ability to integrate with our existing systems and to fit the way we manage our business. It provided the most flexibility to run our operations more efficiently and gave us more control, without forcing us to change our processes."

Noble offers a unified platform for the agency's debtor contact programs, including the *Noble Predictive Dialer* and *blended inbound routing*. The system hardware is centralized at the company's Telco facility and is distributed to its four collection center sites via an Avaya VoIP network. The *Noble RepliServer* option provides redundancy with data replication in near real-time to allow the agency to continue production in the event of a hardware failure.

The open Noble database integrates directly with the agency's CR Software for collections accounts, so that collectors can instantly access debtor records and update information. The system also interfaces with a third-party skip tracing data provider. And, the agency added *Noble Encryption at Rest* to further protect debtor data.

In addition to powerful predictive dialing with controllable pacing options that helps put collectors in touch with more live contacts by automatically screening out busies, no answers, and disconnected numbers, the agency is using 'virtual collectors' to reach even more debtors. By using *Noble IVR* with built-in *Text to*

Summary:

A national leader in student loan collections with a growing business needed to update its manual dialing environment to increase efficiencies. With a commitment to state-of-the-art infrastructure & telecom platforms, the agency selected the *Noble® Solution* and is now making more contacts with fewer resources, improving efficiencies and reducing overall costs.

Industry | Collection Agency

Applications | Debt Recovery

Solutions | Outbound Predictive Dialing, Inbound Blending, Custom Desktop Design, Call Recording, IVR, Automated Messaging & Voice Broadcasting, Real-time Reporting & Management, Redundancy, Data Encryption, Integration to CR Software & Avaya VoIP network

Seats | 900 Noble seats in 4 sites

Speech, the agency can leave messages on answering machines with personalized information and call-back numbers. For live party connections and call-ins, the system can direct debtors through automated payment options or transfer them to a collector for further assistance.

Digital Recording is another benefit for the agency. With *Noble Recorder*, debtor/collector conversations are recorded to track promises-to-pay and to verify compliance with regulations. The recordings can also be reviewed to score agent performance and to identify areas where training may be needed.

Noble provides a complete management suite for real-time reporting of current and historical statistics. Managers can view current collector and group activities, set-up campaigns, manage lists, view and compare results, and monitor agents from the *Noble Maestro* management portal. *Noble Composer* allows the group to design scripts and workflows with easy to use tools. "The flexibility and open-ended Composer platform is one of our favorite features. With Composer, we have been able to create a variety of applications that do a multitude of functions, increasing our agent efficiency and even our reporting capabilities," the client observes.

Implementation planning with on-site installation assistance and hands-on training was included with the purchase. For on-going technical support, the *Noble Care*® team is just a phone call away. The client says, "We had a complex implementation process, and the Noble team worked with us throughout the project. Training on the system has been top notch; we had very good training on initial implementation. Day to day, our interactions with Support have been very satisfactory, not only from a 'fixing a problem' aspect, but also for the suggestions and the ad-hoc training we receive on how to make improvements on our daily operations."

Since implementing the *Noble Solution*, the agency is achieving its goals of improving dialing efficiency and operations strategies. The client concludes, "Productivity/efficiency of our agents is the greatest gain from adding the system. As a whole, our company is using 25%-30% fewer agents than we were when dialing manually, with no drop-off in revenue – and in most cases, a gain in revenue. In addition, the system allows us to get a clearer picture of what our agents do on a day-to-day basis and make appropriate adjustments, because of our increased reporting functionality. Prior to using Noble, there were a lot of assumptions and guesses as to what agent productivity benchmarks should be; now, we have the information to back them up."

"Productivity of our agents is the greatest gain from adding the system. We have created a variety of applications that do a multitude of functions, increasing our agent efficiency. As a whole, our company is using 25%-30% fewer agents, while making gains in revenue. And, we have a clearer picture of what our agents do on a day-to-day basis because of our increased reporting functionality."

Global Production Specialist

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble® platform for inbound/outbound/blended communications. The scalable, integrated Noble® solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools. Call 1.888.8NOBLE8 or visit Noble Systems online at www.noblesys.com.

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Americas: 1.404.851.1331~1.888.866.2538
APAC (AUS): +61 (02) 8222 0500
EMEA (UK): +44 (0) 161 772 7100
LATAM (BR): +55 (11) 3266 7355

www.noblesys.com