

The Client

Intrum Justitia is Europe's leading provider of credit management services. Within the UK Intrum Justitia is one of the largest and most successful debt collection specialists with over 30 years of expertise.

The Process

The processing and electronic delivery of mail, business records, field agent round books, payments and postal goneaways.

The Challenge

Intrum Justitia employed a department of 20 clerical staff to manually process the receivables activity. Processing payments and other incoming mail was time consuming and labour intensive. Intrum Justitia predicted a significant rise in data capture requirements in the future and in order to continue delivering the best possible service to its clients Intrum Justitia had to take action.



“Outsourcing has worked well for us. We have developed a strong relationship with BancTec, based on understanding and trust, and we look forward to working together in the future.”

Andy Flynn, General Services Director, Intrum Justitia

The Solution

The physical space and manpower required to service their business would divert focus away from the core activities of debt collection and credit management, so Intrum Justitia outsourced its mail, payment and data processing functions to BancTec.

BancTec BPO Service provides a full mailroom function for Intrum Justitia, receiving and opening mail items daily. 2,000 new business records and 1,200 field agent books are processed each week, and 1,500 payments and 3,000 postal gone away letters are processed on a daily basis. BancTec employs just 12 staff members to handle Intrum Justitia's work and is well equipped to handle peaks and troughs of activity which can vary the workload by up to 30%. All data collected is transmitted to Intrum Justitia's headquarters where it is incorporated transparently into the company's management reports and used to generate the next week's field agent round books.

The Benefits

Intrum Justitia has reduced costs significantly and no longer has to face the mountain of mail that used to arrive on a daily basis. BancTec is now handling more mail and processing more payments, at a lower cost. In addition, Intrum Justitia has experienced significant improvements in 'gone away' processing and in the manual input rates of new business. It no longer has to worry about changes in technology that could render its data and remittance processing equipment out of date or even redundant.