



Intellect

Integrated Collection Management System

Product Overview

November 2010

Product Introduction - Intellect

Intellect is a cost-effective, PC-based, host-interactive system designed to automate the manual functions associated with delinquent collection activity and management. In today's environment, collections are still not fully automated. Many financial institutions provide the collections department access to the host via a terminal. Card files, manual calendars, and host-provided delinquency reports are some of the tools used by collectors. Historically, automated collection systems only existed on the host computer. This was due to the need to have accurate, current information derived from host-based loan accounting systems, and the lack of any other technically viable solution.

Today's technology allows this application to be moved from the host to local area networks. Intellect's seamless import function automatically imports the delinquent account information from the host system and provides cost-effective and flexible collection capabilities that cannot be matched. Operating on single workstations or in a networked environment, Intellect takes advantage of other new industry-standard software tools that are not available on a host-based system.

INCREASE COLLECTION SUCCESS WITH REAL TIME MODIFICATIONS:

- Integrates easily with the host system to retrieve current delinquent accounts and related data
- Real-time interface detects recent payment activity to eliminate unnecessary calls
- Customize work queues to increase collection success rates
- Manage and prioritize assignments with the ability to transfer accounts to other queues
- Monitor and evaluate collector activities in real time to improve productivity levels
- Design and test new work queues without impacting collector activities
- Automated transfer of 'charge-off' accounts to CORS, Infor's Charge-Off Recovery System

The screenshot displays the Intellect Collections Screen for account 10001-148. It includes fields for customer information (Name: John Doe, Phone: (555)389-2983), account details (Acct Nbr: 10001-148, Amt Due: \$320.07, Date Due: 5/5/2008), and a detailed history table. Callouts highlight specific features: Customer Information, Account Information, Free space for notes, Payment Information, Full collection history, and Required Follow-ups.

Action Date	Action Time	Account	Type	Description	Follow-up	Resource ID	Co
5/5/2008	2:33:40 PM	10001-148	Letter	15 Day Demand	5/12/2008	SUPR1	5/5/2
5/5/2008	2:33:33 PM	10001-148	Letter	Repossession	5/12/2008	SUPR1	3/11/
5/2/2008	2:32:59 PM	10001-148	Comment	Spoke with customer briefly. Customer said he will call		SUPR1	
5/2/2008	2:32:35 PM	10001-148	Contact	Called John Doe @ (555)122-9988 23		SUPR1	5/2/2
5/2/2008	2:32:05 PM	10001-147	Contact	Called John Doe @ (555)122-9988 23		SUPR1	5/2/2
5/1/2008	2:31:16 PM	10001-148	Message	Called John Doe @ (555)389-2983		SUPR1	5/1/2
4/28/2008	3:24:58 PM	10001-148	ACH Payment	\$500.00 on 04/28/2008	4/30/2008	SUPR1	3/11/
4/16/2007	9:52:39 AM	10001-142	Misc.	Repossession	4/18/2007	COLL1	5/5/2

Experience Higher Collection Rates with Intellect

Intellect is an Integrated Collection Management System that delivers higher collection rates through enhanced capabilities and streamlined processes. With comprehensive information and automated features, Intellect improves productivity and effectiveness to ultimately boost profits.

Enable faster decisions with better data:

- Avoid lost time in preparation or retrieval
- View relationship balances and accounts
- Retrieve full collection history and details
- Easily access customer contact information

Improve productivity with automation:

- Automated download of account balances
- Alarms and notifications of required follow-up
- Predictive dialer interface support
- Interactive messaging
- Automated action steps and letter generation

OPTIMIZE YOUR INVESTMENT WITH PROFESSIONAL SERVICES

We have provided focused expertise and innovative products to successful financial institutions around the globe. Let us help your organization achieve its objectives. Our Professional Services team offers services and methodologies designed to address your technology needs ranging from strategic planning and rapid implementations and upgrades, to enterprise system optimization. We also offer on-site and WebEx training and education for your ongoing needs. Whether you are starting your initial implementation, increasing your system security, or upgrading or migrating to the latest version of your product, Professional Services can help you make the most of your technology investment.

OUR SUPPORT IS YOUR COMPETITIVE ADVANTAGE

Time and time again we're told our customer service organization is top-notch and that our representatives consistently go out of their way to answer questions and resolve issues. With 24 x 7 support accessible via phone, email and the web, your collectors will have direct access to 30 years of financial services experience.

With Infor Support, your organization can:

- Increase collector effectiveness
- Achieve rapid issue resolution
- Limit downtime
- Extend knowledge and expertise

ABOUT INFOR

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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