



CACS* Product Support and HealthCheck Offering

The Labrynth Difference

Collections is a continually evolving business that requires constant attention and maintenance from a systems, management and organizational perspective. Labrynth has extensive experience in collections optimization and call center technology, with considerable knowledge of the CACS (CGI-AMS) product (cumulative experience of 50+ years). We have led and delivered multiple development, implementation, and upgrade projects for various versions of CACS (from 6.0 to 8.0 and CACSE) for multiple clients. *We understand that CACS is a tool that is utilized to maximize business objectives; as those goals change the utilization of the system must evolve to accommodate new business strategies.* Labrynth is organized and flexible enough to execute a short CACS HealthCheck or longer term product support.

CACS Product Support

CACS is a complex and highly flexible product that requires constant administration and analysis. Labrynth offers short term or long term support of CACS. We provide tables administration support, training and expertise on upgrade endeavors. We have technical knowledge on system customizations and modifications and have experience with internal and third party interfacing. Labrynth can evaluate reporting and analyze opportunities for increased familiarity with CACS system data.

CACS HealthCheck

Our CACS HealthCheck is focused on the CACS software. The offering is designed to measure the effectiveness of the CACS system in three main areas:

1. The collections strategies employed
2. The implementation of collection strategies within the Table Maintenance facility of CACS.
3. The effective use of the all functions and features supported in CACS.

Assessment

The CACS HealthCheck examines the ability of table entries and strategies to meet the needs of the

organization while intelligently leveraging use of the functions and features of the software. CACS HealthCheck is a three day 'examination' comprised of the following:

- Evaluate the CACS system
- Review the existing CACS treatment strategies and table entries
- Review collection policies and procedures
- Tangible recommendations to improve the CACS installation

Benefits

- Optimal use of the CACS tool
- Reconciliation of collections treatment with policies and procedures
- Report of the overall effectiveness and use of the collection system
- Improved collections process and treatment strategies

CACS HealthCheck Deliverables

As an output of the CACS HealthCheck, Labrynth provides recommendations for improvement in each HealthCheck area of focus. In addition, 'Quick Win' initiatives are identified. Quick Wins are those initiatives that can be quickly implemented with minimal effort to provide immediate benefits. Labrynth documents all results and findings from the HealthCheck and a final deliverable document is provided client containing the following information:

- **HealthCheck Findings** - Key findings of the HealthCheck across the multiple areas of focus.
- **Recommendations** - Recommendations for improvement relative to each HealthCheck area of focus.

Labrynth Expertise

Labrynth has the business experience and know-how to help take your organization to the next level. Labrynth leverages our collections expertise to maximize the value obtained from call center technology. With experience in multiple industries, our consultants have worked with many of the major companies in the financial services and telecommunications space. The Labrynth team is committed to providing results.

About Labrynth, Inc.

Labrynth, Inc. is a Chicago-based professional services firm specializing in Business and Technology Consulting, Project Management, and Call Center Operations. Using an approach that is based on people, process and technology, Labrynth, Inc. offers complete solutions, tightly coupled with the overall business objectives of our clients. Our consulting know-how, combined with project management skills and expertise, allow us to truly partner with our clients to achieve successful project delivery.

Contact us today to find out what Labrynth can do for your organization.

* CACS is a registered trademark of CGI-AMS