



## Outside Collection Agency Audits and Assessments

### Labrynth Provides Objective OCA Auditing and Assessment Services

*Labrynth's auditing and assessment practice leverages expertise in collections and recovery systems, operations, and processes to provide comprehensive, consistent audits...*

Labrynth, Inc. has extensive expertise in the areas of outside collection agency audits and assessments. By utilizing our expertise in the areas of risk management, collections operations, and technology, Labrynth can assist your organization in determining the overall performance and compliance of your OCAs, as well as recommend and assist with improvements.

#### OCA Audits

Labrynth's OCA Audits are used to 'score' agencies to determine how agencies are performing and conforming to work standards and regulatory requirements.

Utilizing Labrynth's proprietary customized scoring application, Pocket Audit™, the Labrynth scorecard allows a client to define categories, questions, weights and scores that reflect the business objectives of the organization. This *proprietary and custom scorecard*, the Pocket Audit™ Tool, generates detailed reports as well as easy-to-compare calculations of each agency for an overall side-by-side comparison.

The key components of a Labrynth OCA Audit include the following:

- Account data pulled and evaluated from client recovery management system
- Account history data pulled and evaluated from the agency's recovery system
- Interviews with agency management
- Side-by-side observations of agency recovery representatives
- Review of financial operations and accounting procedures

Labrynth can assist your organization with auditing some or all of your agencies or as a part of an ongoing auditing agency review process. Additionally, we often assist clients with establishing an internal auditing process, including the final delivery of a customized version of a scorecard.

#### OCA Assessments

Labrynth's OCA Assessments are used to evaluate the critical processes and regulatory compliances necessary to operate a successful agency.

Additionally, our assessments provide our clients with an understanding of whether or not agencies can grow and accommodate additional placements; with the infrastructure, resources, technology, and processes in place.

The key components of the OCA Assessment include:

- Organization assessment
- Process assessment
- Overall conformance to process evaluation
- Technology assessment, including disaster recovery and back-ups
- Overall observations and recommendations summary

OCA Assessments are ideal for determining if your agencies are collecting effectively or for new agencies and/or recovery management organizations who want to 'get to know' their agencies.

#### Audit or Assessment?

Many clients choose to combine OCA audits and assessments in order to gain a detailed analysis of their contracted agencies—in essence 'the full picture'. Labrynth is currently engaged in multi-year auditing contracts with several of our clients. Labrynth can also supplement your organization's existing audit capabilities.

#### The Labrynth Agency Auditing DIFFERENCE

Most vendors who provide agency auditing services are *actually* agencies themselves. *Labrynth, Inc. is not an OCA* and we provide an objective auditing perspective in all audits and assessments.

In addition, Labrynth leverages our Pocket Audit™ scoring and reporting tool to provide a consistent methodology and scorecard for use on all audits.

#### 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.

Labrynth's consultants lead teams, facilitate change, communicate effectively and deliver results.

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

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