



## Strategic Sourcing for Collections Portfolios

### Improved Portfolio Management with Labrynth Strategic Sourcing

*Labrynth provides managed outsourcing for all or a portion of an account portfolio.*

Labrynth, Inc. brings a wealth of experience and proven results in managing and improving collections portfolios. By utilizing our expertise in risk management and collections operations, we can help your organization **achieve real results** through strategic sourcing of your collections portfolio.

Labrynth emphasizes results and accountability through:

#### Active Portfolio Management

Labrynth realizes that your portfolio is never static, and we implement collections processes accordingly. To stay competitive in an ever-changing environment, we strive to use *advanced collections and risk management techniques* to collect your portfolio.

- Labrynth does not use a "cookie-cutter" approach to managing each portfolio.
- We constantly change our approach based on variables in the portfolio, current market conditions, and regulatory requirements, while aligning results to meet each client's specific objectives.
- We actively manage our clients' portfolios.

These components promote continuous and constant learning and performance improvement, while allowing for comprehensive analysis and thorough communications and status updates at all appropriate levels of the project.

#### Portfolio Segmentation

Segmenting collection accounts improves collection by recognizing that *all customers are not the same and, therefore, should be treated differently* throughout the collections process. Labrynth has worked with many clients and vendors to segment portfolio customers, resulting in improved results *and* decreased overall operational costs. Segmentation can be achieved using a combination of judgmental and empirical analysis.

#### Differentiated Treatment

By using the *most effective combination of tools, timing and tone for each segment* of the portfolio, Labrynth can make

your operation more successful. After all, it makes no sense to segment accounts if the organization uses the same treatment for each segment.

#### Test and Control

All elements of a collection strategy rarely meet the highest level of performance the first time they are introduced. In addition, the performance of a treatment strategy may begin to degrade over time. Follow-through is therefore necessary to increase performance and to meet business objectives. This is where test and control comes into play; test and control is the act of altering the decisions carried out for a given strategy to optimize effectiveness. Labrynth, Inc. constantly refines the collections strategies of our clients to *continuously improve* results of the portfolio.

#### Reporting

Labrynth *actively monitors, measures, and analyzes* the collections and operational effectiveness of the chosen collection strategy. This helps to ensure that stated goals and business objectives are being met. Implied in measuring collection performance is the need for well-defined and clearly stated collection targets and goals that define success and delineate between poor, average and excellent performance.

Utilizing your internal reporting tools as well as customizable analysis tools that we have developed, Labrynth builds a robust reporting and analysis program to monitor results and determine needed changes in strategy, experimentation, and overall changes in the client portfolio.

#### The Labrynth Strategic Sourcing DIFFERENCE

Most outsourcing solutions consist of volume management—simply placing and taking calls based on volumes, along with a standard letter or two—what we call 'standard, static, and reactive treatment'.

With a Labrynth Strategic Sourcing Solution, our approach is based on *'differentiated, dynamic, and proactive treatment'*—true portfolio management; not just 'butts in seats'.

#### 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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