

Utilising digital channels Computershare & NCO Europe



1. Problem

NCO Europe (NCO) is a leading Financial and Customer Care outsourcing partner. Working with several high-profile brands, they offer their clients bespoke debt collection outsourcing services tailored to their specific geographical, regulatory or customer service requirements.

Traditionally, NCO communicated with their customers by sending printed statements and letters through the post.

As part of their commitment to transition to digital communications, NCO was looking for a partner to support them in their journey to convert communications from traditional print and mail to utilise digital channels.

NCO chose Computershare Communication Services to help them achieve this goal because we are a FCA regulated financial services business and provide digital solutions to clients globally, with a track record of enhancing client communications through digital channels.

2. Solution

Computershare partnered with NCO to provide a multi-channel solution.

The delivery platform sends communications to a customer via their channel of choice. If the customer cannot be reached on these channels, Computershare's system uses a comprehensive audit trail to initiate follow-up communications. This ensures that the customer is engaged in the debt recovery process.

Working with NCO's customer portal provider, Computershare's solution also provided a SaaS-hosted data centre with a secure, single repository for all data, documents, and inbound and outbound communications.

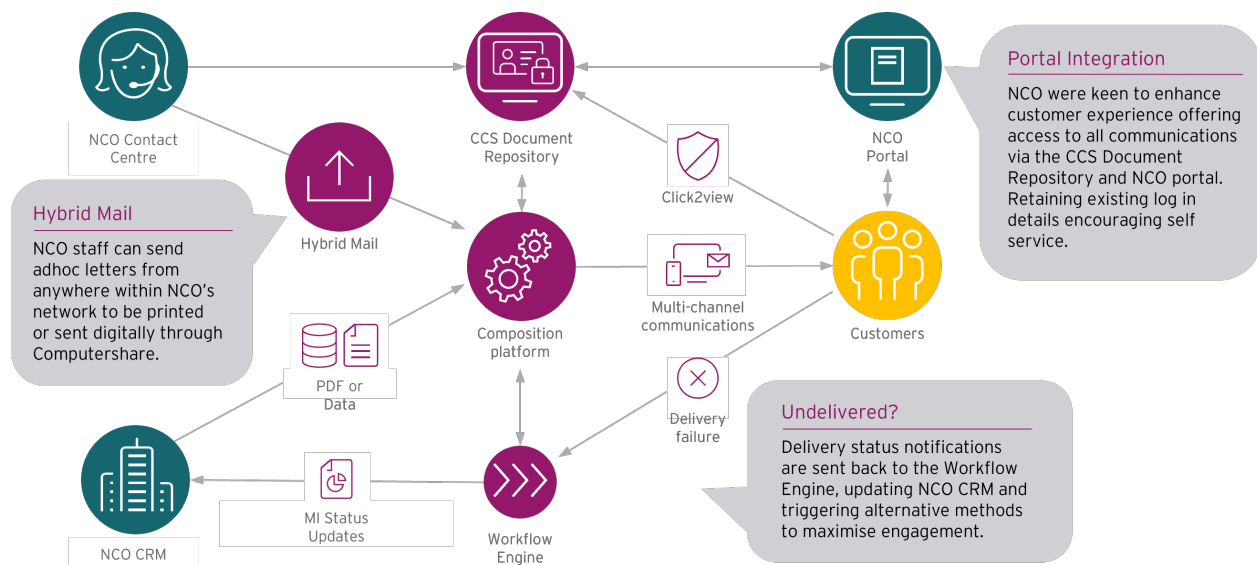
The solution compliments traditional print and mail communication with digital communications, giving NCO customers a choice of how they received their communications.

It provides NCO with a 360-degree view of customer communications and interactions, providing the flexibility to communicate using the channel best suited to each customer.

3. Outcome

Since going live, NCO has increased the number of digital communications sent to customers by 200%, indicating a strong desire from customers for digital communications. The solution has impacted customer experience, ensuring customers receive communications from NCO promptly via a channel of their choice.

These outcomes have also created significant cost and time efficiencies for NCO Europe and its staff.



Customer communications problem to solve?
 Speak to Computershare Communication Services
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