

CGI Collections for Government™ powered by Salesforce

CGI Collections for Government™ combines the power of the Salesforce platform with CGI's 30+ years of deep domain expertise and proven best practices to deliver a collections solution for state and local government with faster time to value and an intrinsic focus on customer experience.

Our government clients tell us that they are seeking to become digital organizations to meet increasing citizen expectations and increase their use of cloud (CGI Voice of our Clients, 2018). However, state and local government agencies often face barriers to adoption of new, innovative solutions. Aging infrastructure, increasing citizen demands for improved service levels, and budget constraints bring hurdles to executing effectively on the mission.

CGI COLLECTIONS FOR GOVERNMENT POWERED BY SALESFORCE

CGI Collections for Government powered by Salesforce gives users a streamlined solution that maximizes the effectiveness of collections and recovery treatments and speeds the collections of impaired accounts, resulting in improved revenue generation and improved customer service for the organization. Collections for Government supports all essential requirements for managing the entire collections lifecycle for government debt. Key features include:

- **Complex debt and debtor relationships** – Multiple debtors can be associated and consolidated within a single case.
- **Multiple debt types** – Designed to meet the unique standards and regulations around government collections using flexible models to recover multiple types of government debt.
- **Debtor self-service** – Debtors can check their balances and set up payment agreements from any desktop or mobile device, at any time, increasing the likelihood of successful resolution.
- **Legal actions** – Robust functionality is devoted to the generation and processing of involuntary legal actions, including liens, levies or license holds.
- **Collection agency integration** – The entire collection agency lifecycle is managed; including eligibility for agency assignment, assignment to a specific agency, and the management of the recall process.
- **Payment agreements** – A payment plan calculator can determine installments and ensure arrangements comply with management

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Experience the commitment®



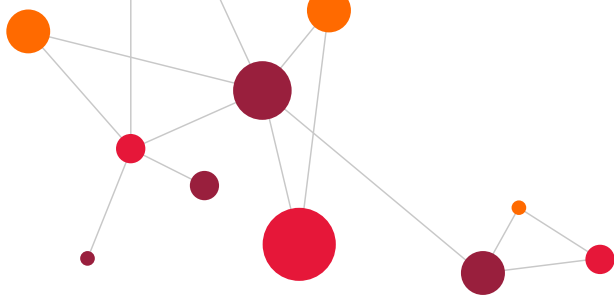
INNOVATION AND EXPERTISE THAT WORKS FOR YOU

We built CGI Collections for Government™ powered by Salesforce with 30 years of public sector collections experience for 25 clients and deep Salesforce platform expertise. Implementing this collections case management system provides robust functionality across the full account lifecycle to:

- Automate manual processes and data gathering to improve results and accuracy
- Gain economies of scale using one solution for all collections activities
- Enable new levels of visibility into outstanding receivables, providing the status of every debt across the government, regardless of the agency or the collection status of the case

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policies. Once a promise to pay is entered, it is monitored until kept or broken and routed to the appropriate next action.

- **Powerful, persuasive correspondence** – Ability to easily define and maintain standard templates allowing management-defined rules to automatically merge debtor content with standard text, optimizing efficiency in generating correspondence.

A WIN FOR AGENCIES, A WIN FOR CITIZENS

CGI Collections for Government powered by Salesforce brings benefits to the agency and its citizens, including:

- **Citizen-centered experience** – Collections for Government puts the focus on the citizen, with a modernized and secure interface that maximizes the user experience and simplifies the payment process.
- **Speed to market** – Cloud-based deployment reduces lead time and streamlines configuration, allowing agencies to engage their citizens quicker.
- **Engaging, modern, responsive portal** – Citizens can access and make payments through their personal, secure portal from any device.
- **Revenue creation** – Citizens are more likely to pay debts with a user-friendly system in place, bringing much-needed revenue to the agency.
- **Automation** – The agency can free up time previously spent on manual practices and send letters automatically, cleanse data without user intervention, and monitor payment plans.
- **Lower complexity, lower cost** – Built on the Salesforce platform, Collections for Government avoids a costly and time-consuming installation and on-premises configuration, saving the agency time and money. Powered by Salesforce, Collections for Government delivers revenue uplift at a similar price point to existing systems, without the need for large funding requests.
- **Agile delivery** – Our focus on agile delivery brings transparency and quick results for the agency and citizen experience.

WHY CGI?

We put people—users, citizens, and employees— at the center. At CGI, we understand that each client has unique requirements. CGI operates at the forefront of tax and collections management innovation through numerous successful partnerships with public sector clients. Our tax and revenue solutions have helped our clients recover more than \$6 billion in additional revenues. We bring technology expertise, certified staff, and customer experience know-how to the table to customize and improve the value of CGI's partnership to your agency's mission. Clients benefit from our fresh perspective on business challenges and user needs. The result is innovative end products that help public sector organizations meet their goals, support their citizens, and scale for the future.

ABOUT CGI

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. Operating across the globe, CGI delivers end-to-end capabilities, from IT and business consulting to systems integration, outsourcing services and intellectual property solutions, helping clients achieve their goals, including becoming customer-centric digital enterprises.

As an experienced Salesforce consulting partner, we accelerate our clients' digital journeys with Salesforce solutions including platform strategy, design, implementation, integration, change management, and managed services.



For more information about CGI, visit cgi.com, or email us at info@cgi.com.

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