



# AI-Powered insights help a home security provider achieve 103% of bad debt recovery goals



## Client profile

A leading smart home security provider in the U.S., Canada, and Puerto Rico, delivers cutting-edge technology and reliable protection to millions of households, and partnered with TP to strengthen collections performance and safeguard revenue with a strong focus on customer safety and financial sustainability.

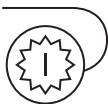
## Business challenges

Collections teams everywhere are under pressure. Rising debt, harder-to-reach customers, and complex processes make it tough to protect revenue without straining relationships. For this home security leader, three issues stood in the way:



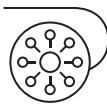
### MISSED RECOVERY TARGETS

Bad debt goals were consistently missed, creating financial exposure



### DECLINING CONTACT RATES

Contact rates were declining, reducing the likelihood of right-party connections



### COMPLEX VALIDATION STEPS

Complex account validation steps disrupted conversations and increased churn risk

## Solutions implemented

The breakthrough came with TP's AI-powered analytics solution, which analyzed calls over 180 seconds to pinpoint breakdowns, from complex validations to missed payment commitments. With these insights, TP and the client redesigned the collections strategy.

CONVERSATIONAL VALIDATION REDESIGN	TARGETED COACHING	CONTINUOUS PERFORMANCE TRACKING
Simplifying validation made conversations flow naturally and feel more customer-friendly	Used real call examples to strengthen TP expert talk-offs and build confidence to negotiate more effectively	Ensured every improvement was measured and sustained

## Real results

By leveraging AI-driven insights, the client gained full visibility into each collections call, identifying strengths and weaknesses that guided a redesign of the validation process. This reduced friction, improved customer engagement, and unlocked efficiencies that went beyond meeting recovery targets. The resulting cost savings were reinvested in training TP experts, strengthening outcomes and expanding the range of calls handled in collections, all while maintaining the same headcount.

103%

RECOVERY GOALS IN THE FIRST 3 MONTHS, RISING TO 105% BY MONTH SIX

37%

MORE DAILY CONTACTS WITH A 22% BOOST IN RIGHT-PARTY CONNECTIONS

31%

DECREASE IN TRANSFERS TO THE RETENTION TEAM

Period analyzed: 6 months