



11.2% increase in collections, resulting in \$1.8 million debt collected

Client profile

A leading retail brand serving millions across stores and digital channels optimized its operations to stay ahead. Focused on innovation and efficiency, the company streamlined processes to boost value, enhance customer experience, and strengthen its competitive edge.

Business challenges

The client faced steep hurdles in improving collections rates, with many overdue accounts being written off as losses. They struggled with inefficient resource allocation and lacked robust account prioritization.



Low liquidation rates



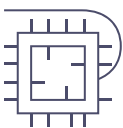
Inefficient resource allocation



Poor prioritization of accounts

Solutions implemented

TP utilized its predictive analytics tool, TP Recommender, to optimize the collections process and amplify efficiency. By segmenting accounts based on repayment probability, two specialized teams were formed. Top-priority accounts were handed to a primary team composed of highly skilled collectors, while lower-priority accounts were managed by a secondary team. Customized training programs were developed to align with each team's goals, ensuring targeted performance improvements.



AI-powered TP Recommender to guide decision-making



Segmentation of collectors into primary and secondary teams



Tailored training for team-specific targets

Real results

Higher collection rates delivered millions in additional debt recovery.

11.2%

LIQUIDATION
IMPROVEMENT

1.8M

ADDITIONAL MONEY
RECOVERED BY TP

100%

CLIENT
PORTFOLIO SECURED