

## Domain Experts Delivering Results

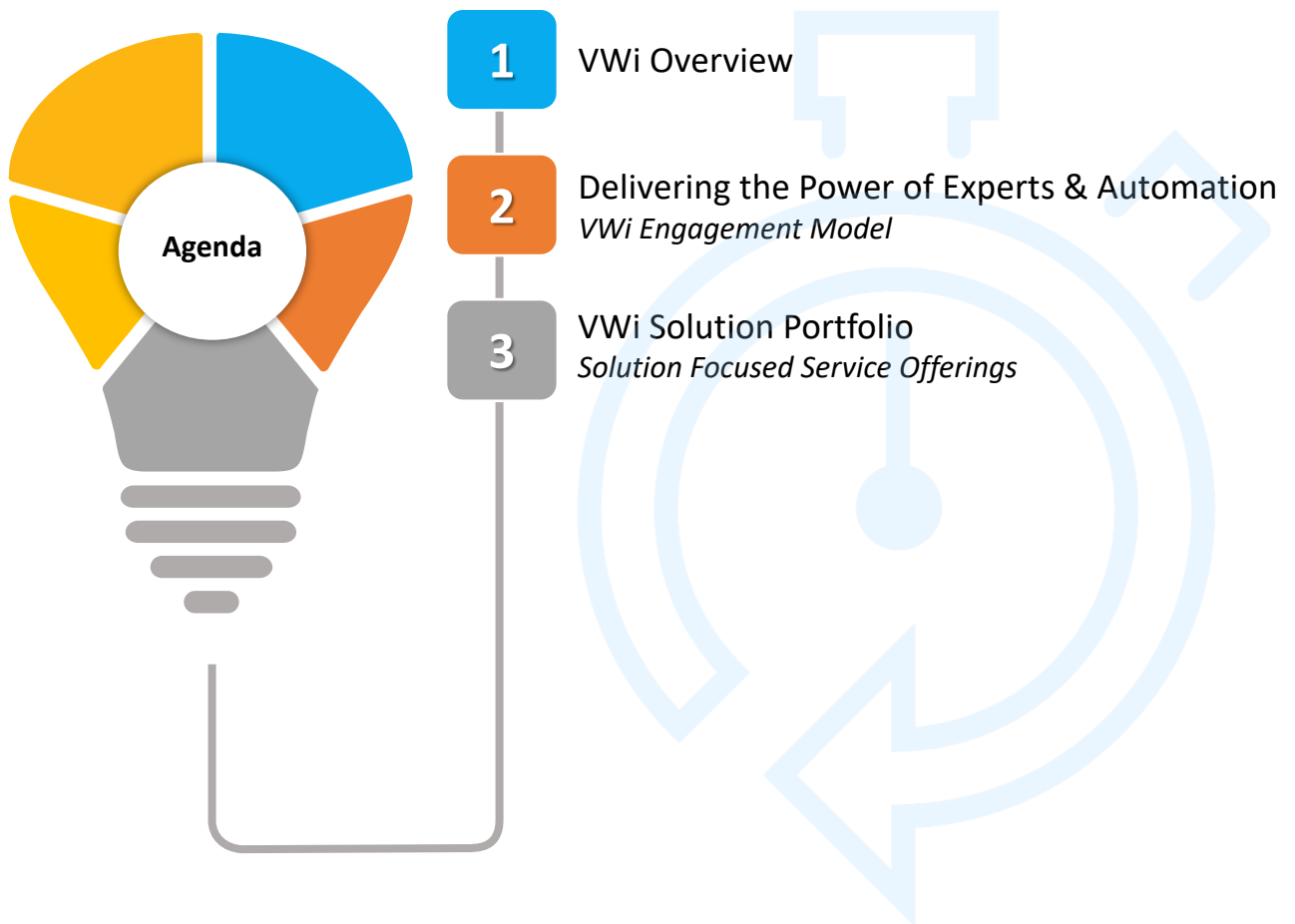
“ Providing excellence in customer experience, smart process design to maximize outcomes, and full support protecting revenue leakage for our clients is our culture. Our Technology and efficiency brought together with VWi domain experts and we deliver the best combination of outcomes for our partnership. Passion to deliver results and exceed your expectations is our mission.



Robert Williams  
Chairman and CEO



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## Overview – VWi Introduction



### VWi's Approach Is Connected to Each Clients Agenda and Expected Outcomes



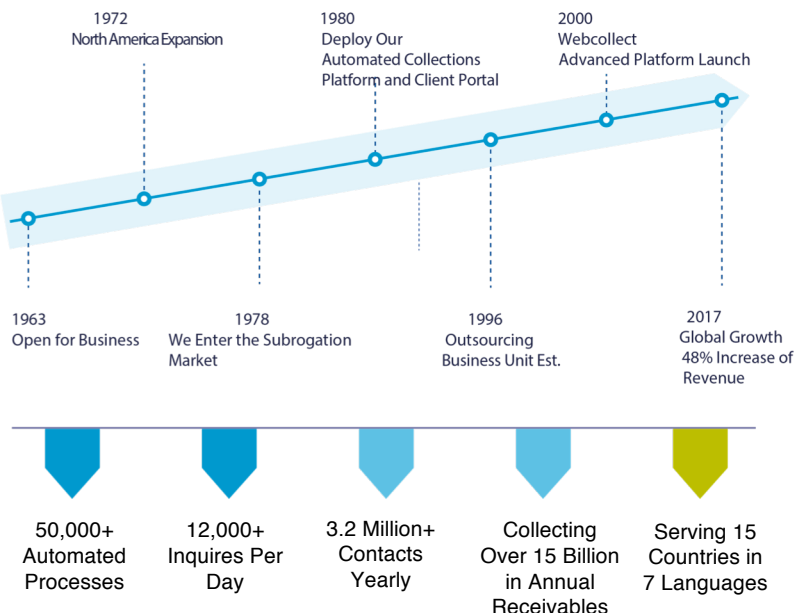
Over 2000 Clients across 4 Business Units with a Vertical Focus: Financial Services, Transportation, CPRD, Manufacturing, Healthcare, and Technology

500+ associates delivering Client value

#### Business Units

- Revenue Cycle Management
- F&A Outsourcing
- 3<sup>rd</sup> Party Collections
- Subrogation

## Our Journey



### Our History of Experts and Technology Investment Has Produced Solid Results for our Clients

- Efficiency improvements in the range of **20% - 30%**
- Removal of manual processes
- Improved customer experience
- Deeper Insights and Analytics
- Automatic workload organization
- Reduced errors' opportunities
- **95%** of queries indexing automated
- **20%** Improvement across financial results

## Industry Focused and Aligned to Your Business

Outsourcing, 3<sup>rd</sup> Party Collections & Subrogation, We Are Industry Specialized

### Credit to Cash

- Billing / Invoicing
- Cash Application
- Credit Management
- Customer Contact Center
- Deduction Management
- Dispute Management
- Debt Collection
- Revenue Accounting

DSO

down

Overdue

reduced

Increasing focus on quality of engagement to improve Customer Experience

Measurable and sustainable outcomes aligned to your agenda

Use of Voice Analytics to measure quality and advance RPA actions

Insights, Reporting & Analytics

Compliance and Risk Management

Closer Customer Experience

Transparency and Governance

People and Leadership

RPA and Technology

Continuous Improvement

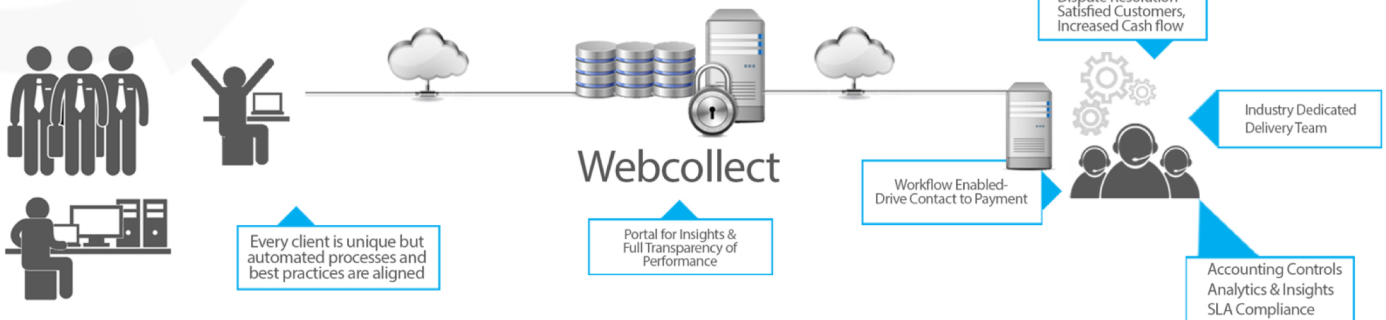
Insights, & Analytics: Using data to build the best practice, strategies and outcomes.

Compliance and risk managed through QA automation

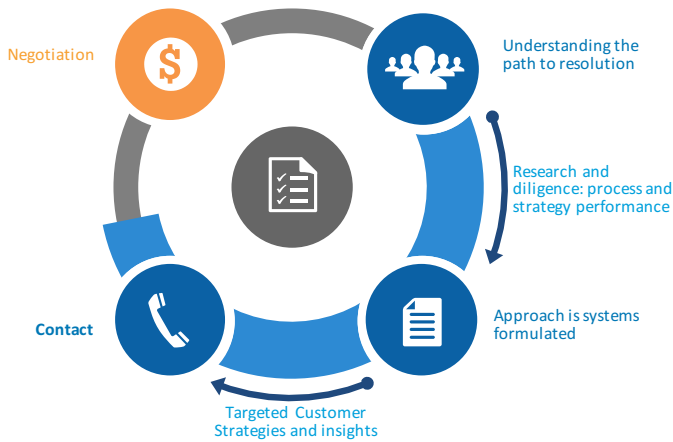
Solution focused to deliver technology, processes, controls and strategy to optimize the process

Accountability through governance. We are dedicated to your KPI's and deliver high-quality outcomes aligned to your agenda

Continuous improvement starts at day one



## Solution Portfolio



### High Degree of Automation

ERP solution and additional tools with high level of automation and workflow capability for efficient transactions



### Paperless Environment

Document repository stores electronic media and scanned images



### Dashboards, Analytics and Insights

Webcollect online reporting capabilities designed and implemented to enable monitoring of receivables performance

Manage Credit	Apply Cash	Resolve Disputes	Collect
Customer Portal – EIPP, Statement of Account, Disputes (Webcollect)			
Credit Application and Credit Limit Processing (Webcollect)	RPA Cash Application (Webcollect)	Dispute and Deductions Management and Resolution (Webcollect)	Customer Segmentation & Strategies (Webcollect)
Order release (Webcollect)	Auto cash (Webcollect)	Query and Dispute Treatment (Webcollect)	Automated Dunning (Webcollect)
Tax Exemption Compliance (Webcollect)			Collection Call Prioritization Task Lists (Webcollect)
Integrated RPA and Workflow			
Insights and Analytics			
Electronic Archive			
RPA Application Store			

### BUSINESS ISSUE

- Manual processes:** Excess labor required due to lack of automation and key resources currently focused on transactional processes
- Revenue leakage:** Deduction management and adjustment processes caused revenue leakage
- Account reconciliation:** Redundancy and inefficiency in account reconciliation
- Process alignment:** Need for aligning the processes with company's drive for profitability and brand management
- Service levels:** Improve service levels as well as focus on value add

### OUR APPROACH

- Implemented an Electronic Invoicing Payment and Processing (EIPP) strategy
- Implemented a web-based solution to automatically download receivables information
- Implemented a custom-built Request For Adjustment (RFA) solution to accelerate the adjustment process
- Implemented deduction management process to connect vendors, distributors and retailers thereby reducing the manual processes often needed for the dispute resolution
- Implemented an auto cash system to increase exception matching
- Methodologies/tools: Webcollect Auto Cash
- Scope of work: Finance, Customer Service Collections

### BENEFITS

- Achieved 36% resource reduction
- Attained decline in delinquency rate from 4.6% to 1.2%
- Decreased manual processing of adjustments and cash applications by 57%
- Achieved a faster adjustment cycle of less than 10 days
- Reduced unapplied cash and credits by 66%
- Improved productivity rates by 60% through standardization and automation of manual processes



## Delivering Experts and Automation

Every Enterprise must navigate through the wide and complex environment of changing customer needs, demographics, increased regulatory requirements, and a conservative risk management climate.

The industry is also facing new market conditions that include a changing competitive atmosphere with new and emerging players, lower growth rates, and a volatile global environment wrought with unprecedented disruption which impacts your industry and brings expansive opportunities.

VWi's Client Engagement Model provides the scalability and customization required for the small, mid, and large enterprise. We are passionate about delivering value and outcomes specific to your agenda.



Innovation



Domain Experts



Delivering Results

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Founded in 1963, with over \$15 billion under its management, VWi is a leading business-services provider relied upon by more than 2,000 global clients to transform their businesses into leaner, more dynamic, agile and efficient operations. With a consultative approach to providing a full range of end-to-end solutions, VWi's enterprise solution team delivers a highly automated and optimized environment for our clients. VWi delivers services globally with a core focus upon onshore delivery under a highly automated managed BPO offering.