

Domain Experts Delivering Results

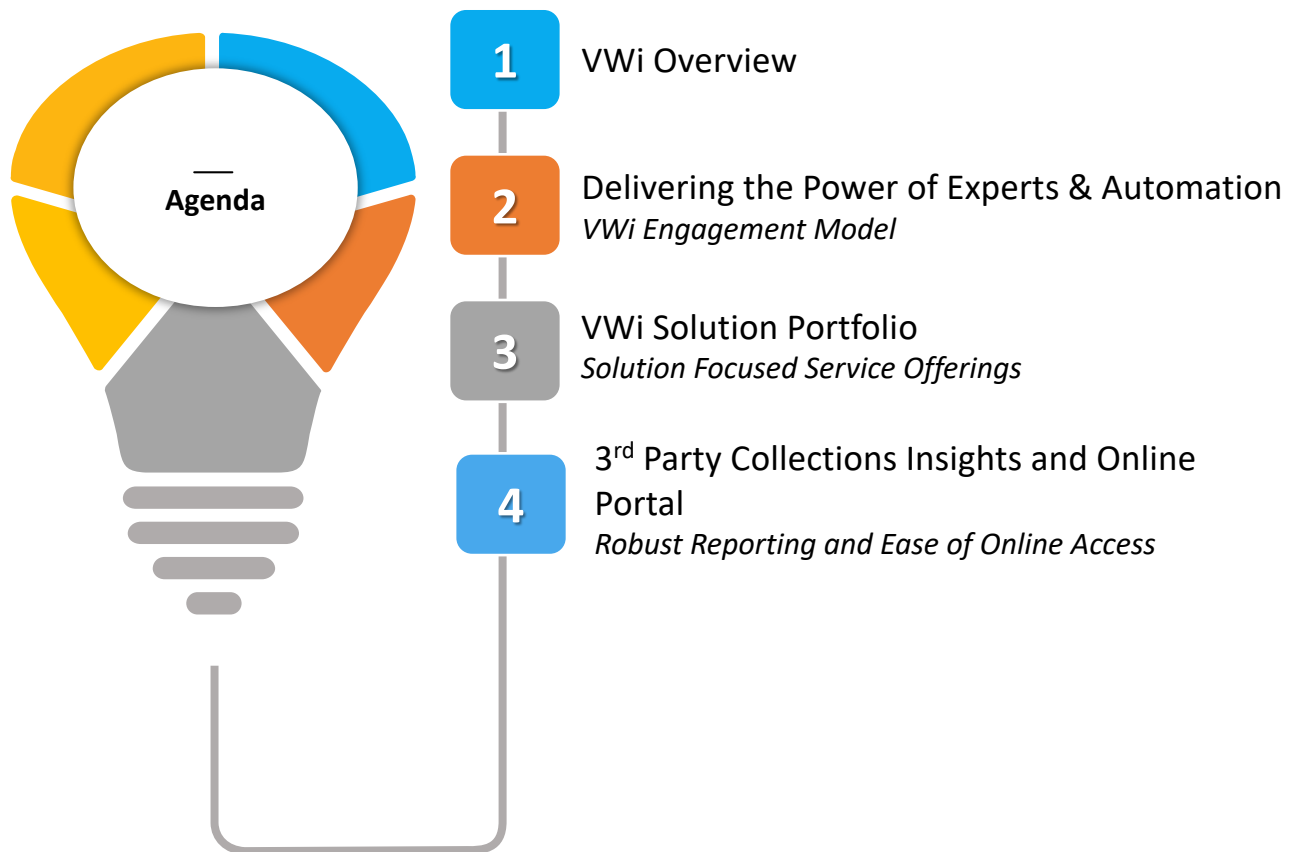
“ Providing excellence in patient experience, smart process design to maximize commercial recoveries, and full support protecting revenue leakage for our clients is our culture. Our Technology and efficiency brought together with VWi domain experts and we deliver the best combination of outcomes for 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



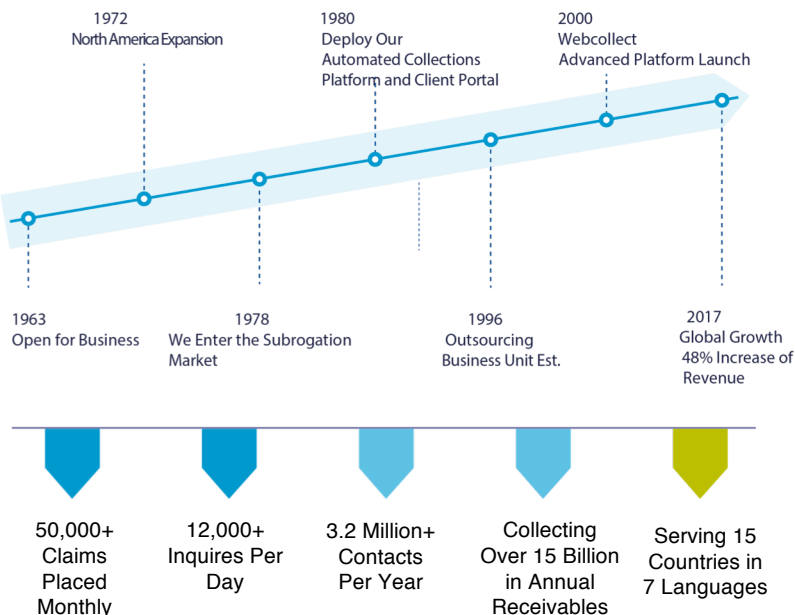
Over 2000 Clients across 4 Business Units with a Vertical Focus: Financial Services, Transportation, CPRD, Manufacturing, Healthcare, and Technology

500+ associates delivering Client value

Business Units

- Revenue Cycle Management
- F&A Outsourcing
- 3rd 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, 3rd 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

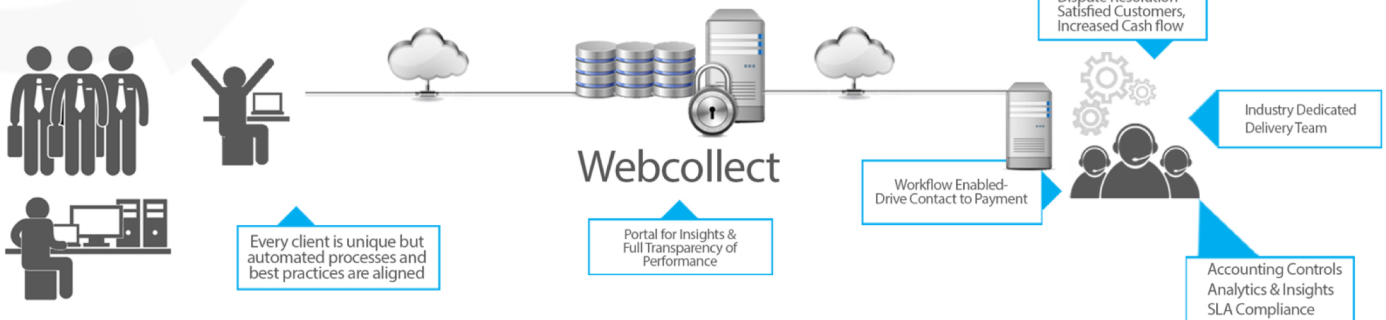
Insights, & Analytics: Using data to build the best practice, strategies and outcomes.

Compliance and risk managed through QA automation

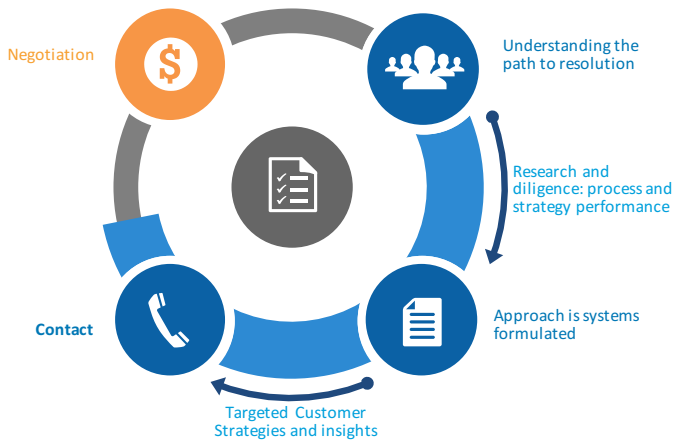
Solution focused to deliver technology, processes, controls and strategy to optimize the process

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			



Credit to Cash

Manage Credit	Apply Cash	Resolve Disputes	Collect
Validate	Receive Payments	Record and validate Disputes and Deductions	Prioritize Collection activities
Perform Credit Review	Report	Resolve Disputes and Deductions	Collect Outstanding Receivables
Report	Archive	Report	Process Doubtful Receivables
Archive		Archive	Report
			Archive

Master data

Analytics



END-TO-END PROCESS

End-to-end process from transactional processing through more difficult deduction management, and order controls to voice work with complex issue resolution



C2C SUCCESS FACTORS

- Proactive account handling
- Strategy/segmentation and treatment schedule
- Collaborative process with client finance teams
- Improved customer service/customer advocacy

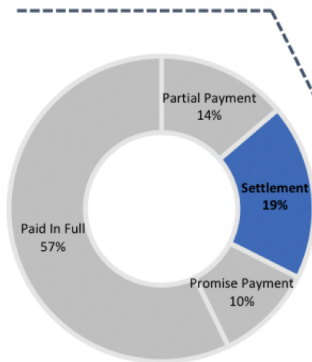
VWi 3rd Party Collections Reporting & Insights



High Degree of Automation
Dashboards, Analytics and Insights

Trends and Forecast

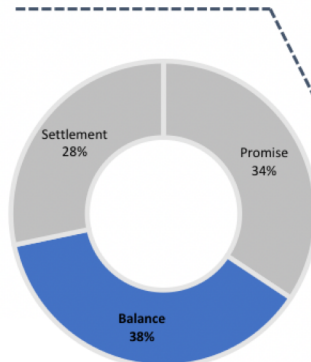
24.1% Payment Arrangement



\$272,378.03

Total November Cash Projection

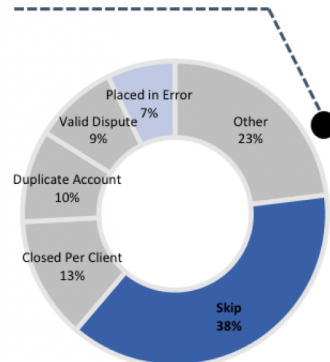
450 Promise Payment



\$698,229.64

Total Q1 Cash Projection

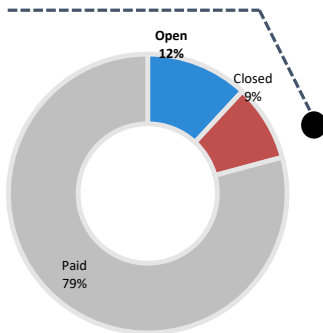
46.4% Low Probability



3,855

Total expected uncollectable

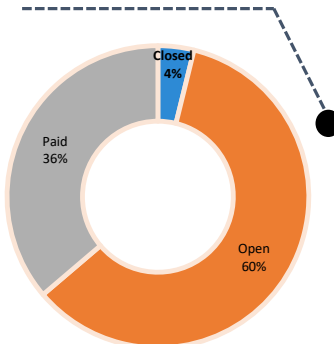
79% Collections to-date 2017



\$3,586,514.87

Total Cash Collections Year to Date

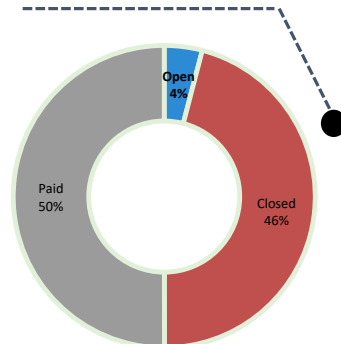
36% Collections Q4 2016



\$3,759,713.54

Total Collections Q4 2016

50% Collections Total Life



\$21,697,540.56

Total Collections Life

VWi 3rd Party Collections Online Portal

Login

The following options require a password assigned by your account representative, if you do not have a password, please [contact us](#).

Submit Claims



Submit your delinquent files to VW electronically, for immediate handling by one of our collection specialists.

Account Lookup



Monitor your files handled by VW in real time, including full note history and up to the minute payments.

E-Reports



Run a status report with custom parameters and receive it via email in minutes. Advanced charts provide 3D data visualization.

Debtor Search



Search our global database to check if your customer had previous cases handled by VW.

Credit Report



VW is an Experian Business Partner. Retrieve your Commercial Intelliscore and Business Profile reports via this easy to use tool.

[Home](#)
[Reports](#)
[Accounts](#)

Balance

Amount Referred
\$14,009.49

Paid
\$8,590.00

Adjusted
\$0.00

Balance
\$5,419.49

Account

Debtor

Status
PROMISED PAYMENT Open

Client

Account Number

Control Number

Referral Date
Feb 23, 2004

Overview
Subrogation
Letters
Legal
Invoices
Payments
Additional

Debtor

Debtor

Address

Social Security Number

Contact

Phone Number

Account

Client

Client Code

Referral Date
Feb 23, 2004

Account Number

Control number

Balance

Office

Office

Recovery Specialist

Account Executive
KRISTY L VENGROFF

Customer Service
BRANDY ROWELL
Extension: 1022

Notes

Date	Time	User	Follow-Up	Note
Jan 31, 2017	4:58 am	CD1	-	BROKEN PROMISE OR RESET PMT PROMISED PAYMENT Promise of \$60.00
Jan 30, 2017	1:17 pm	TAI	Jan 31, 2017	PARTIAL PAYMENT
Jan 27, 2017	12:15 pm	CD1	Jan 31, 2017	TIMING UP FOR PMT
Jan 27, 2017	12:14 pm	CD1	-	BROKEN PROMISE OR RESET PMT
Jan 03, 2017	1:33 pm	CD1	Jan 27, 2017	NEXT PMT DUE ON ACCT, AS PAYMENT JUST POSTED Promise of \$60.00
Jan 03, 2017	1:32 pm	CD1	-	BROKEN PROMISE OR RESET PMT
Jan 03, 2017	1:21 pm	TAI	Jan 03, 2017	PARTIAL PAYMENT
Jan 03, 2017	1:09 pm	CD1	-	CLLED 2410 AND GOOD NUMBER, FEM PU, SD HELLO AND THEN HU ON ME
Dec 30, 2016	6:31 am	CD1	Jan 06, 2017	LMOM 2410- GOOD POS ID
Dec 29, 2016	6:04 am	CD1	Dec 30, 2016	LMOM 2410- GOOD POS ID- NEED PMT

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Vengroff Williams Inc.

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 impact your industry and bring expansive opportunities.

VWi's Client Engagement Model provides the flexibility and customization required for the large enterprise in your sector. We are passionate about delivering value and outcomes specific to your agenda.



Innovation



Domain Experts



Delivering Results

Robert Sherman

Chief Revenue Officer

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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.