



**YOU CHOOSE. WE DELIVER.**

## A CUSTOMIZED SOLUTION WITHOUT A LIFETIME OF FEES.

When it comes to collection software, you've had to compromise. You could either build your own custom solution and get exactly what you want—with the development time and up-front cost to match—or choose an off-the-shelf solution and pay forever.

**SWC Infinity Collection System** offers the best of both so you can create a collection solution that truly fits your business—without the constant fees or compromise.

### CUSTOMIZE INFINITY OR USE IT AS-IS

Infinity Collection System is a fully functional, web-based software solution that you can use as-is, right out of the box. Additionally, users can configure Infinity to support agency-specific collections practices. And because the source code is available to you, Infinity can be customized to meet all your unique needs.

### CONFIGURE WITH SWC OR DO-IT-YOURSELF

We are as flexible as Infinity. So you can use your own development team to customize Infinity or use SWC's seasoned team of IT experts—it's your choice.

### PAY ONCE OR PAY-AS-YOU-GO

While other solutions impose never-ending, escalating software license and maintenance fees, Infinity allows you to own and implement the solution with one up-front

payment or pay toward ownership with an affordable monthly per-user plan. With Infinity, the choice is yours and the fees stop here so you can focus on collecting more. Ideal for consumer, commercial and medical collections, collection law firms, credit grantors and debt buyers, *Infinity enables you to:*

- **Integrate new business quickly and easily** with new client integrations and highly flexible automated debt processing.
- **Collect debt more efficiently and effectively** with configurable strategies and tight integration across the entire collection process, including external vendors.
- **Make more informed collection decisions faster** with more in-depth analysis tools and integrated reporting.

### ABOUT SWC

An award-winning provider of IT solutions to midsize businesses, *SWC Technology Partners* worked closely with collection agency clients to develop Infinity Collection System, a robust, powerful web-based platform that combines the best of custom collection software with the ease and cost-efficiency of an off-the-shelf package.

To schedule a demo, call us at 630-286-8155 or email [infinity@swc.com](mailto:infinity@swc.com). To learn more, visit [www.swc.com/infinity](http://www.swc.com/infinity).



# INFINITY COLLECTION SYSTEM BRINGS IT ALL TOGETHER

## FOR COLLECTORS

### Comprehensive collection screen

- Intuitive display of all debtor data streamlined to minimize clicks and keystrokes
- Request automated credit bureau, bankruptcy, deceased, directory assistance, skip and letters with a click
- Collector alerts and real-time tracking against goals

### Debtors are prioritized and grouped

- Work grouped by status, balance size, client, recovery score, time zone, etc.
- Related accounts can be viewed and worked simultaneously
- Scheduled call functionality

### Compliance and auditing is automatic

- State-specific compliance rules
- Collection tasks are recorded automatically
- Automatic Mini Miranda and audit logging
- Integrated Collector Compliance/FDCPA tests that document and ensure awareness and adherence to standards

### Streamlined payments

- Automated same-day and post-date payment processing
- Multiple payment scheduling
- Automatic payment distribution and pro-rating
- Robust promise management

### Integrated Predictive Dialer

- Complete Dialer Solution
- Create/Run/Manage Campaigns
- Call recordings automatically attached to debtor files and accessible from the collection screens
- Scripted Automated Messaging/IVR
- Call Monitoring and Collector Coaching

## FOR MANAGERS

### Manage Collectors:

- Create strategies that drive collector activity
- Manage inventory, work queues and activity

### Manage Clients:

- Statement consolidation: one statement, multiple clients
- Daily trust reconciliation report
- Organize individual business streams under a master client
- Track multiple internal and external contact information
- Client-specific, user-defined balance buckets with client-specific payment distribution rules
- Configure clients to use gross, net or various hybrid accounting and remittance models
- Flexible fee structures, trust and deposit accounting, integrated Accounts Receivables

### Manage Data:

- Track recoveries at the detailed level
- Rules-based new business on-boarding process configurable by client
- Metro2 reporting
- Powerful account selection and bulk update tool. Managers can create dialer campaigns, change account attributes or status, change account collector assignments, send letters and send out accounts for third-party vendor services

## REPORTING AND ANALYSIS

- Library of pre-built reports
- Executive dashboards and multi-dimensional analysis cube
- Preview and re-run statements as needed
- Configurable formatting of statements; custom reports with standard tools
- Regenerate/reprint statements for clients for a specific time period
- Reports & Batch Functions are Schedulable via Integrated Job Scheduler

## INTEGRATIONS

- User-mapped client data exchanges

Inbound: new business; modifications; direct payments and adjustments

Outbound: modifications/activity; payment/remittance; reconciliation

- User-defined, client-specific letter templates for internally generated letters
- Customizable correspondence can be triggered automatically with client-specific triggers or on-demand
- Automated bulk document attachment to debtor files
- Tight integration with a variety of vendors

## TECHNICAL ARCHITECTURE

### Browser-based

- Nothing installed on user machines
- Same interface for local and remote users
- Customers can be granted access to audit their placements

### Secure

- Access can be secured via private networks and/or Secure Socket Layer
- Encryption of sensitive data elements
- Highly granular application security: User definable menus; complete control of access to all functions; control which users can view which client's data on the screens and in reports

### Open

- Industry standard open source development platform: Infinity is written in Java
- Choice of server environment: Infinity can be installed on Linux or Windows servers
- Many database options including PostgreSQL, MySQL, MS SQL Server and Oracle