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How did a high-touch process like ‘Loading Accounts’ become a 100% “no-touch process” for a collection agency?

Use Case: Electronic Data Interchange (EDI)

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An overview of this project

Data ingestion can be extremely complicated and complex depending on the source and formats. Extracting, transferring, and loading of data is one of the most critical parts of the collection operations. And obviously this not something that gets the collection staff excited to work. Even so, hundreds – if not thousands – of files are transacted between your agency and clients every day. Adding to this list, you have other data files that you need to process for scrubbing and enriching of data through various data providers, where data normalization is inevitable before uploading them to the collection system.

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Organization

A leading organization offering accounts receivable services including litigation services and serving clients nationwide.

Need:

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- Automate the process of loading debts and payments to their host collection software from multiple sources.
- Prior to importing, the data needs to be cleansed, normalized and imported into the software.
- Furthermore, while importing, need to make the necessary adjustments to any accounts, if the consumer is existing within the database.

Challenge:

- Need to run a deduplication to remove any redundant accounts and run reconciliation between the existing database and the source file.
- Automatically review the notes on loading accounts and recognize its current status and accordingly process them before appending new debt or payments against them.

Solutions:

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Full-process automation using robotic process automation was achieved by having an assisted robot going through a step-up process in successfully carrying out the electronic data interface

1. **Data Cleansing:** The custom bot carefully reviews every available transaction from all sources for various clients for any opportunity to clean up the data by removing those invalid transactions
2. **Data Normalization:** By applying set of pre-defined rules, every transaction needs to be manipulated by applying the necessary arithmetic functions. Additionally recognize the right consumer accounts for the data ingestion
3. **Real-time account processing:** Upon recognizing the right consumer accounts using the unique data element, automatically review the history of all transactions from inception on the identified account and intelligently process those accounts on "real-time" in a "no-touch manner" to either append, cancel or reload those debt against a particular consumer.

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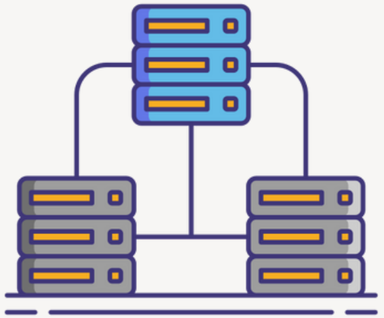
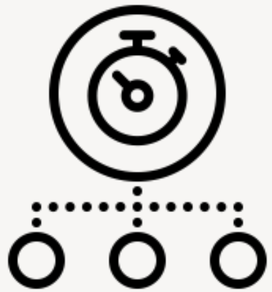
Data Cleaning



Data Normalization



Real Time Account Processing

Append / Delete / Reload Debt and Payment

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Benifits and Outcome:

1. Account listing process is transformed completely to a no-touch process
2. Zero erroneous and duplicate entry of accounts
3. Maintain compliance by removing any old debt or open payments that are either cancelled or written off before appending new debt to an existing consumer
4. Avoid delay in loading accounts by processing the files almost real-time as and when the accounts transferred from creditors.

Bot Type: Attended Robot
Total FTE Savings: 2

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