



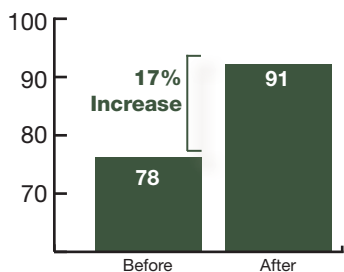
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financial services

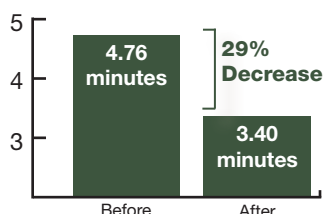
West Asset Management provides First Party Commercial solutions that:

- Reduce outstanding accounts receivables and increased cash flow
- Increase portfolio penetration by utilizing specialized FTE
- Maintain our clients' brand while improving customer satisfaction
- Reduce client overhead costs
- Customize treatment that changes to reflect your ever-changing portfolio.

Number of Calls/FTE/Day



Average Handle Time (AHT)



Providing Cost Effective First Party Commercial Solutions

Situation.

One of the nation's leading finance providers wanted to increase performance in their first party, commercial receivables portfolio while increasing their capability to manage dynamic changes in their portfolio's composition. Since the leading finance provider operates on seven different systems, they also needed a vendor that would be able to integrate all systems and while being flexible in meeting their technical requirements.

Solution.

- Established a dedicated team with in-depth knowledge of the client's services, culture and processes.
- Worked as an extension of their business by customizing hiring and training programs to prevent a high rate of turnover and provide excellent customer care.
- Successfully integrated all seven client systems with our collections platform and processes to create a seamless operation.
- Developed a customized treatment and dialing strategy that would increase portfolio penetration and provide a better return.

Results.

Since September 2007, our partnership has steadily grown. Currently, the group has 30 FTE on the portfolio. We provide first party, commercial receivables for approximately 14,000 accounts, which is a combination of lease, loan and Sundry (late charges) accounts. Our performance results have surpassed their performance goals, which has led to additional portfolios and projects.

- Decreased average handle time (AHT) by **29%** per call in the last quarter alone.
- Increased the number of calls per FTE/Day by **17%**.
- Exceeded the monthly Quality Assurance goal by **10%** each month.
- Added efficiencies that have resulted in a **57%** increase in daily calls.
- Outperformed their internal team four of the last six months.



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About Us.

West Asset Management is a leading accounts receivable management company that helps many of today's premier businesses and institutions maximize their return on receivables at every stage of the recovery cycle. We are a fully licensed collection agency with 14 domestic locations as well as one nearshore and one offshore location.

West Asset Management is a subsidiary of West Corporation, a leading provider of outsourced communication solutions to many of the world's largest companies, organizations and government agencies. West combines telephony, technology and human capital to help its clients communicate effectively, maximize the value of their customer relationships and drive greater profitability from customer-related transactions. The company's integrated suite of customized solutions includes worldwide conferencing, emergency communications, customer care, customer acquisition, customer retention, business-to-business sales, account management and accounts receivable management services.

Contact us today to learn more about how our First Party, Commercial program can help you improve performance while decreasing costs.

performance focused