CASE STUDY

Navigating a complex migration: Delivering and enhancing a payment solution

paygate's expertise and guidance played a pivotal role during the migration process, providing reassurance during this complex transition, as well as ensuring a seamless migration, mitigating any risk to our business success.

BPO Collections Ltd, a distinguished and long-standing debt collection agency, provides services to a wide array of esteemed private and public sector clients across the United Kingdom.

They take pride in their professionalism and commitment to engaging closely with each customer. Their primary aim is to collaborate with customers in crafting personalised financial solutions tailored to their individual needs.

The challenge

As their business grew, BPO faced a critical challenge in maintaining the efficiency of their debt collection process.

With a monthly influx of 300,000 accounts, processing in the region of 150,000 payments a month and collections exceeding £20 million monthly, the existing supplier, initially suitable for a smaller entity, had become insufficient as the agency outgrew its capacities. Moreover, the lack of control, insights on customer non-payment reasons and interruptions in payment schedules posed significant operational challenges. Alasdair Skeoch, Managing Director explains:

"We had outgrown our current supplier and lacked control over the information. We had a number of customers paying by weekly Direct Debits, others paying monthly, so the migration had to be right because there was a significant risk. Any failure in the migration could have impacted customers keen to keep up their payment and materially impacting the success of the business. It was essential it ran smoothly".

With 65,000 customers paying by Direct Debit and the diversity of payment frequencies, it was essential that any new payment platform could deliver effectively, securely and without downtime.

The solution

Seeking a new solution, BPO turned to paygate to address its complex debt collection and payment processing needs. In the face of their heavy customer payment volumes, BPO felt paygate were best placed to deliver a seamless migration process without any downtime.

paygate immediately recognised the critical nature of uninterrupted payment processing for BPO's operations. Their robust migration process offered the solid framework that would safeguard BPO operations and ensure no loss of processing service.

Throughout the process, the paygate team provided dedicated support, addressing any concerns promptly and ensuring a smooth transition for BPO and its customers.

As a result, BPO experienced uninterrupted payment processing, maintaining operational continuity while benefiting from paygate's reliable and efficient payment solutions.

In addition, the successful integration of paygate's Validate product has improved BPO's ability to verify customer bank data, resulting in a marked reduction of failed payments. This transformative tool checks the accuracy of bank information at the point it's collected to significantly reduce errors and avoid delayed or failed submission. BPO can confidently verify customer details with 100% accuracy, enhancing operational efficiency and trustworthiness, minimising the need for investigation and repair, while effectively detecting and preventing fraud.

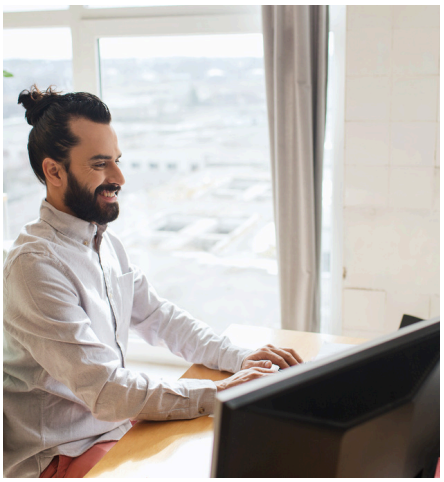
The Outcome

The integration of paygate into BPO's operational framework produced a diverse array of valuable benefits.

Measurable cost reduction

BPO achieved a remarkable and measurable decrease in the overall cost associated with collecting Direct Debit payments, and without compromising the functionality or features crucial to BPO's operations. Alisdair explains:

Migrating our software felt to us like building a plane while we're still flying but paygate made it seamless



We've seen an enhancement in first payment success because we get to know the details are correct through the validate process

bpo collections

Alisdair explains:

"Being able to cope with the volume of collections and delivering a better service for less money is key to everything we're trying to do. What we have now is increased functionality for a much lower price. We've actually been able to get increased functionality and features for less cost."

Faster fund transfers

The migration from an indirect managed bureau via a third-party to a direct submitter via paygate, has significantly enhanced BPO's Direct Debit settlement times. By eliminating the third-party managed bureau, both the settlement of Direct Debits and Bacs report reconciliation have seen substantial improvements. BPO's direct integration into paygate via API in the latest V3 solution, has further optimised settlement timing, thanks to direct end-to-end automated processing.

More successful payments first time

BPO embraced paygate's validation process, leading to the elimination of errors in customer information, contributing significantly to achieving a higher first payment success rate.

Long-term managed growth

The integration of automated processes enabled BPO's finance team to easily handle the growth in business operations. Automation has streamlined operations and provided a significant reduction in manual workload, allowing the finance team to operate with increased efficiency. Alisdair explains:

"We have around 300,000 new accounts coming in each month, a lot of moving parts but very few of those moving parts require anyone to do anything. They're all set up to be to be run automatically. It's allowed our finance team to cope with the growth in our business without the need to grow the team".

Improved software and support

paygate's robust support during the migration process, ensured a smooth and successful transition for BPO, highlighting the reliability and effectiveness of the paygate solution during complex and large-scale transitions.

The future

As BPO Collections Ltd looks towards the future, the partnership with paygate continues to be a cornerstone of the agency's strategic growth. Building upon the success of the migration and integration process, BPO remains committed to leveraging paygate's innovative solutions to drive further efficiencies and enhance customer experiences.

With a focus on continuous improvement, BPO seeks to explore additional functionalities and features offered by paygate to further optimise its debt collection process. The agency aims to further harness the power of automation and data-driven insights to refine its operations and sustain long term growth.

BPO recognises the importance of agility and adaptability in a continually changing payment landscape. By maintaining close collaboration with paygate and embracing emerging technologies, BPO will future-proof its operations and protect its position as a leader in the debt collection industry.

Interested in discussing a risk free, smooth migration to achieve cost and process efficiencies?

We're here to help

LET'S TALK

Key points

The challenge

- Improving process efficiency
- High platform security
- Greater control and insights
- Interruption-free migration

The solution

- Robust migration process
- Operational continuity
- paygate Validate to verify customer bank data
- Dedicated support

The outcome

- Measurable cost reduction
- Faster fund transfers
- More successful payments first time
- Long-term managed growth
- Improved software and support