All-In-One Collections & Recovery Platform
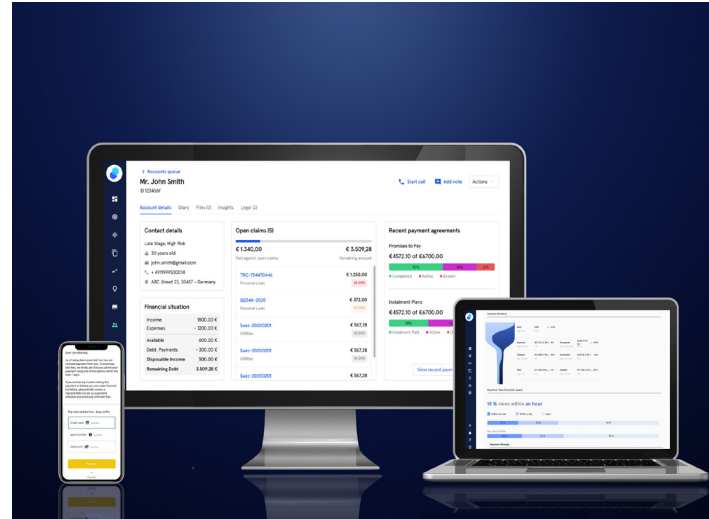
Extend digital into every stage of debt

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About receeve

receeve is a fully customisable all-in-one platform for collections and recovery. We simplify the growing complexity of data and systems and empower in-house teams to easily automate processes, engage customers, and apply 360° insights to maximise recovery and minimise risk across every stage of credit management - from pre-delinquency to portfolio assignment or sale.

One platform. A perfect balance of ease-of-use and power, receeve's cloud-native no-code solution is fast to deploy, simple to manage, and easy to customise and expand. Bring together intelligence, strategy, and operations in one place.

About the Solution

Digital transformation is a key factor in driving success in light of growing competition and effects of COVID-19. Provided that your collections organisation is integrating with software that offers a powerful digital experience for both your employees and customers, you will be setting your company up for a brighter future.

With the receeve Platform, we help you cover the entire journey as a layer on top or a single solution. So if your collections organisation just needs to fill in some missing pieces for your collections system such as integrating Case Management or self-service payment and communication tools, then you can do this with receeve. Or if you want the complete suite as a single solution to replace your legacy system, then receeve can help you there too.

To keep up with demand and to recover debt faster, you need customisable software that you can integrate quickly and that is built to do exactly what you want and need it to do.

There are many all-in-one solutions that promise quick integration and other great benefits but do they match your company's needs to be flexible and scalable?

Key Questions to Ask

Let's start by asking the key questions about what you need in a software solution. There are definitely more questions to be asked when evaluating a solution that suits your strategy and organisation but answering the question below will get your team started.

1. Does the software offer machine learning (ML) and smart analytics to help me keep track of every aspect of the collections and recovery process?

2. Does it provide self-service tools for my end customers that want to pay off their debt faster and easier?

3. Does the software include easy-to-use drag and drop tools so that my agents can easily and quickly create digitised customer outreach using modern channels?

4. Does the software offer a completely data secured case management tool, so that my teams can segment accounts into whatever type of delinquency is provided?

5. And does it provide me the flexibility to easily move any given claim from the different stages of the collections process?

When it comes to choosing the right software for your collections strategy, you need something that has the full capabilities that can be applied to the entire spectrum of your business.

All-in-one platforms provide your collections team with the ability to create customer outreach using modern channels, track performance of the outreach strategies, and optimise collections processes quickly and effectively. The following capabilities are what you can access in receeve's All-In-One Collections & Recovery Platform.

> You need something that has the full capabilities that can be applied to the entire spectrum of your collections business

Capabilities of the receeve All-In-One Platform

Increase Transparency

The receeve Platform enables you to manage the whole debtor history in a single collections management system. **Case Management** provides a unified view to assess and optimally handle, route, solve, and report on debtor issues and repayment progress.

Get Paid Faster

Take advantage of 24/7 recovery with flexible payment acceptance. Easily integrate multiple **payment options** and **payment providers** into your customisable landing pages or agent payment forms.

Prioritise Effectively

Define **segmentation** including at-risk customers to optimise your strategy with dynamic AI-driven decision-making to focus your teams on the right accounts.

Maximise Cash Flow

Based on advanced predictive **analytics** and a **machine learning** model, you can prioritise strategies to maximise recovery and cost reduction as well as increase the likelihood of repayment.

Boost Customer Service & Reduce Churn

The receeve Platform with **omnichannel** models provides easy communication with your customers through multiple channels. Ensure the right customer receives the right message at the right time and allow them to self-cure and repay at any stage of debt.

Save Time & Headache

With the intuitive, **no-code drag & drop** tools, you create content easily at any time. Automate workflows and processes without coding or technical knowledge.

Visualise KPIs & Improve Understanding

Through a visual performance overview dashboard with your target KPIs, you can measure and optimise for collections success. **Analytics** and **performance metrics** provide you with a deep understanding of the what and why.

Optimise DCA Assignments

The receeve collections Platform helps you to optimise operational efficiency. It includes data enriched, segmented, and **scored portfolios** that are available to third parties for recovery in real-time. You also benefit from agency KPIs to **optimise assignments**.

Reduce Risk & Drive Liquidity

The **debt sale** process empowers you to reduce risk and drive liquidity efficiently by using data-rich portfolios that are ready for third parties.

Customisable platform to meet your collections needs from day 1

Unified Dashboard from end-to-end

A unified solution means all of your data, collections processes and tools, and even collections teams are available in one environment. A platform that is all-in-one will provide all of the tools you need for building strategy, interacting with customers, building communication, and analysing the performance on how payments are received and submitted. All of this is accomplished using one platform.
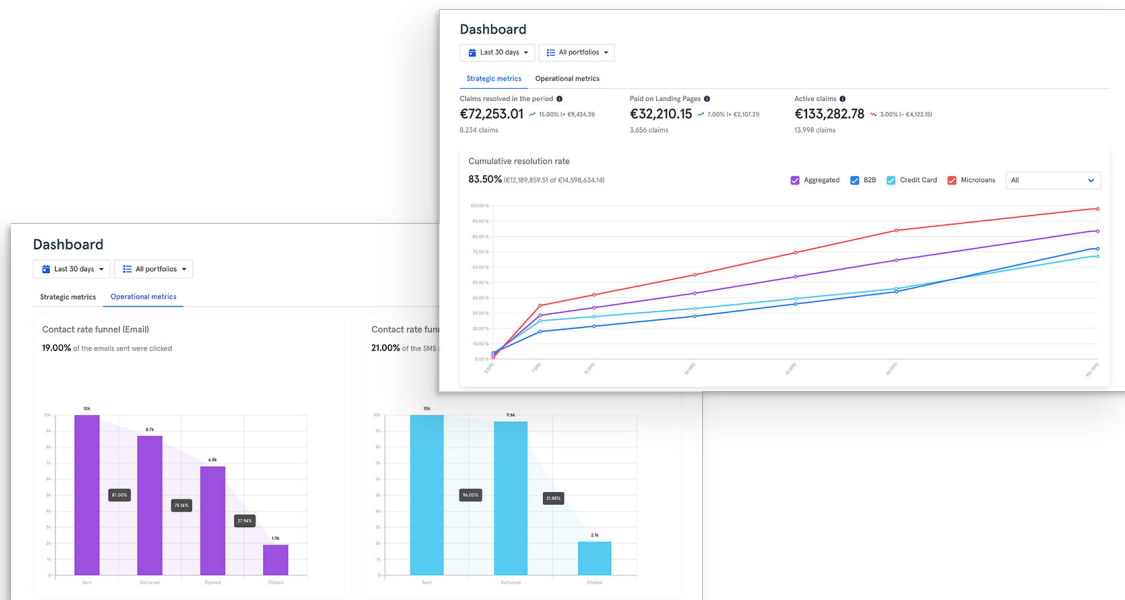
receeve main dashboard provides a complete overview of your collections performance. Visual graphs for operational and strategic metrics offer a deeper understanding of all your active claims and payment progress.

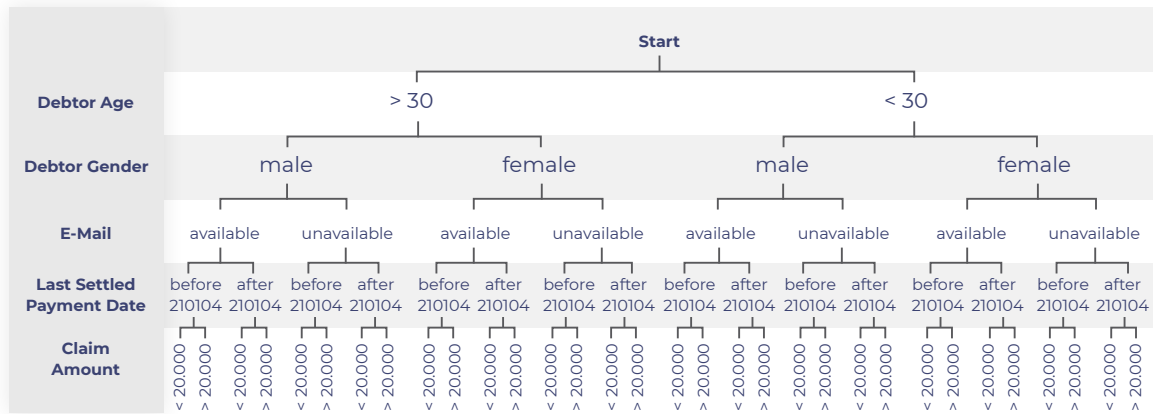## Case Management with Machine Learning and Data Analytics

Manage the whole debtor history in a single collections management system. A holistic point of view to assess and optimally handle, route, solve, and report on debtor issues and optimise collectors efficiency. With the supervisor view, department managers gain a complete overview of all your accounts and performance outcomes of your teams.

receeve's Case Management helps you check performance status, connect with customers, and easily document notes and assign accounts with the appropriate details to make sure everyone in your team is on the same page.

Prediction Analytics and Collections Scoring

Advanced analytics and machine learning models help increase the likelihood of repayment and prioritise strategies to maximise recovery and cost reduction. Define segmentation including at-risk customers to optimise strategy with dynamic AI-driven decision-making for collections teams to focus on the right accounts.

	Start							
Debtor Age	> 30				< 30			
Debtor Gender	male		female		male		female	
E-Mail	available	unavailable	available	unavailable	available	unavailable	available	unavailable
Last Settled Payment Date	before 210104 / after 210104	before 210104 / after 210104	before 210104 / after 210104	before 210104 / after 210104	before 210104 / after 210104	before 210104 / after 210104	before 210104 / after 210104	before 210104 / after 210104
Claim Amount	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧	20.000 ∨ / 20.000 ∧

With prediction analytics and collections scoring backed by machine learning and AI, you can evaluate and understand your portfolios on a completely holistic level.

Building and Automating Workflows

Have the to-do list match your goals with easy-to-use drag and drop tools for building workflows and with strategy automation to help you with debtor segmentation and account prioritisation. receeve's Platform can help you maximise efforts in selecting the correct channels for the different groups of debtors.
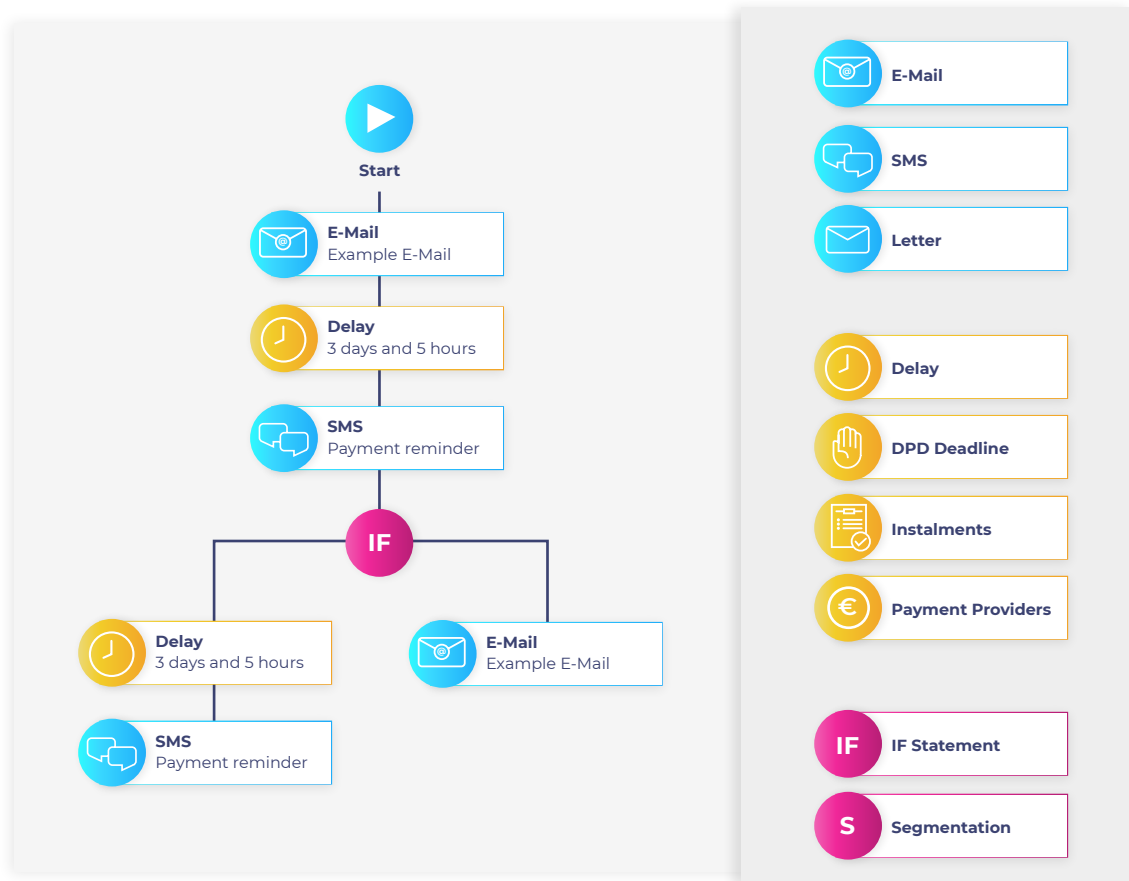

Strategy Builder helps you see the exact path a customer takes when it comes to the first contact to claim resolution. You can set up default strategies that can be easily applied to similar cases. Customising the details from there takes very little time.

Omnichannel, Self-Service, and Digital Payment Functionality

It is important for you to communicate and transition between multiple channels to ensure the right customer receives the right message at the right time through the right channel. It is also key that you are able to offer self-cure payment methods during every stage of the debt process for those customers who may not need agent attention.

This is why the receeve Platform includes all of the omnichannel and self-service functionalities to help you not just create content with no-code drag and drop tools but also drive the content across all channels and optimise them, making sure the message you sent is read. On top of this, you get 24/7 recovery with flexible payment acceptance - the ability to easily integrate multiple payment options and payment providers into customisable landing pages or agent payment forms.
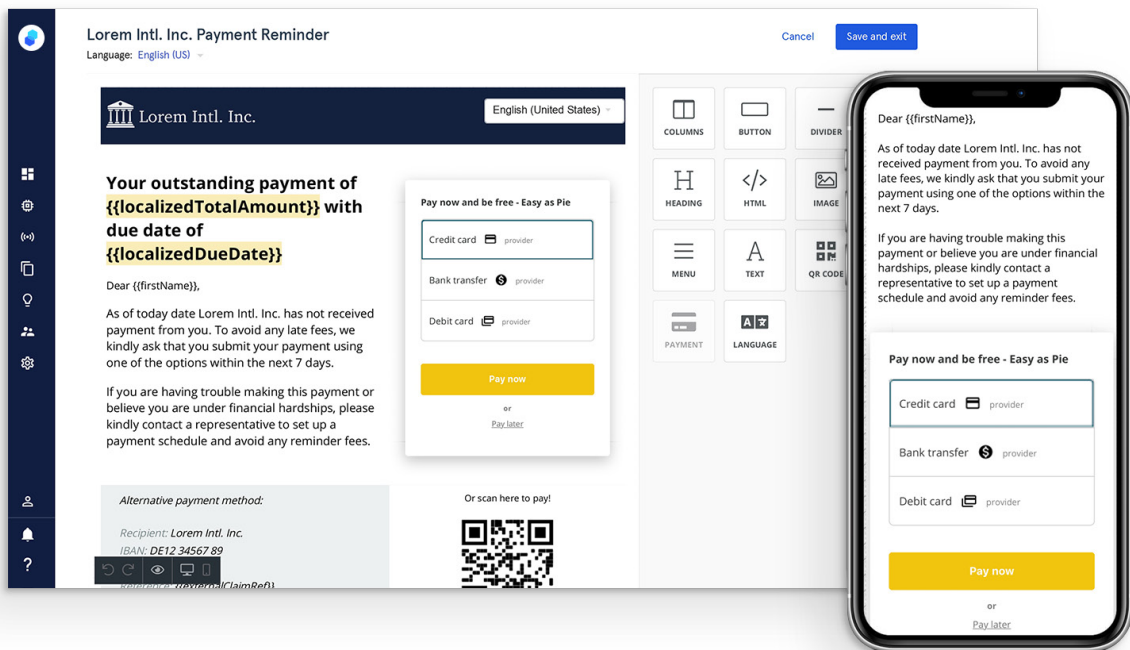

Landing Page Builder with drag and drop functionality where you can easily customise pages with all of the important details. Payment options tailored messaging, company brand details, contact information, and the ever-important pay now button and scannable QR codes for quick and easy payments.

Analytics and Performance Metrics

Understand the what and why with a visual overview of collections performance and your target KPIs to measure and optimise success. Measure performance of promises to pay, payments recovered, accounts closed, and do it all from one unified dashboard.

No more struggling with multiple dashboards to locate all the metrics you need and then getting all the metrics into one unified view. The receeve Platform can be as a layer on top of your existing systems or implemented as a single solution. Whichever path you choose, you have the ability to easily access data sources to track performance - whether it is incoming payment sources or outgoing messaging - all from one view.
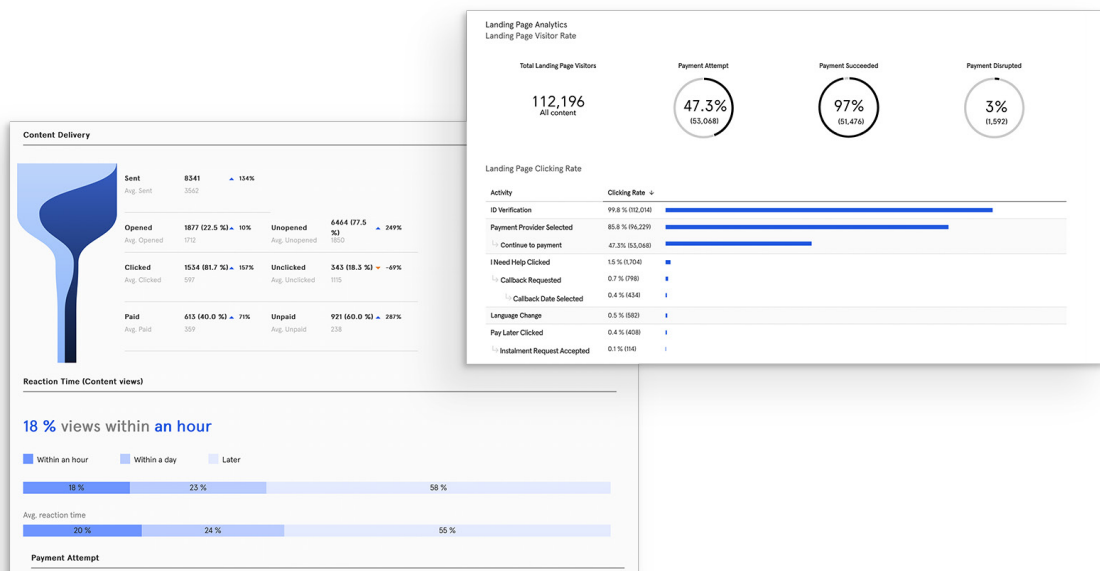
Analytics and Insights provide understanding of all your accounts and claims. The receeve Platform can be customised to match your collections management needs so that you can see exactly how your customers pay their debt and with what payment options and providers they prefer.

Debt Assignment

receeve Partner Management brings control of your collections process back in-house. Integrate third-party servicers and Debt Collection Agencies (DCAs) into your collections strategies with just a few clicks. Your team defines when, where and which third party to connect. Machine Learning applications let you champion-challenger test and help find the best servicer for your specific portfolios. And you have complete visibility into DCA performance via real-time dashboards and reporting. Easily assign a claim to a DCA or re-assign it to another if the parameters change and need to match specific specialisations, all while remaining the legal owner of your portfolios.
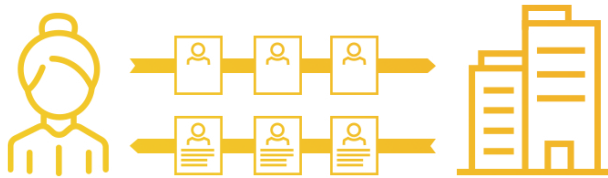
Strategy 01

Send your Portfolios out to agencies so they can help you collect the data and ultimately resolve your claims.

Strategy 02

Keep your portfolios in-house and grant Agents access to them, enhancing portfolio data while keeping them in your own system at all times.

Debt Sale Process

If a loan does not perform in a way that makes it worth being pursued, you can decide to sell it off. receeve's data-rich portfolios help you make a claim much more attractive to potential buyers since they are faster and easier to process.

Securely built future-ready technology

Cloud-Native Integration

Apart from the capabilities mentioned above, receeve is completely cloud-native. This means it is more flexible and easier to get up and running faster. It is also scalable and sets you up to handle unpredictable events such as the covid pandemic.

Security Compliance in Various Locations / Geographies

Every country and region has its own laws and regulations to protect customers. Choosing software that can be quickly accepted by security operations and easily customised will be an increased benefit to your business.
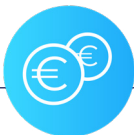
Adaptable by Industry

The receeve Platform supports all major financial services sectors, including banks, non-bank financial companies (NBFCs) and utility companies, retail, telecoms, and real estate. If your business or organisation requires digital software to track customers payments, promises to pay, and payments accepted, the receeve All-In-One Platform can serve your teams.

Customisable To Your Specifications

When it comes to collections, you are the expert and the receeve Platform is your partner to get the job done.

We build it to your specific wants and needs including your brand and company details, and even the exact dashboards that you need integrated that help you keep track of your accounts.

receeve empowering collections and recovery teams

Organisations can increase collections by 30 % in 30 days when switching to a cloud-native all-in-one platform. Advance your debt collection and recovery operation by making it easier, faster, and more unified across your entire operation.

By combining ease of use with AI and machine learning insights, the receeve All-In-One Collections & Recovery Platform helps you quickly increase efficiency, productivity, and profitability of your debt collection and recovery business.

To find out more about the unique benefits and capabilities of case management, omnichannel communication, prediction analytics, and more, request a demo with one of our experts today.

Request Demo

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