

## One InSight

### Arrears Profiler

#### Increase rent collection by predicting and managing your core rental revenue

Outstanding arrears and former tenant arrears are a key issue for any company with housing stock to manage.

One InSight's dedicated business intelligence and reporting solution offers a cost-effective Arrears Profiler module to analyse the data held in your housing managements systems and is GDPR compliant.

This module is driven by your own data in OPENHousing and utilises predictive arrears analysis tools to help your organisation maximise the collection of core rental revenue.

#### The Arrears Profiler can help to...

- ✓ Target resources using predictive arrears reports and design proactive arrears collection processes
- ✓ Monitor the impact of welfare reform changes like universal credit on customers and the business
- ✓ Tailor early intervention support services using real-time customer profiling data
- ✓ Inform strategic planning using accurate data on rent collection performance
- ✓ Empower staff with easy to use integrated dashboards that instantly navigate to customer records.

## Key functionality

- ✓ Reporting dashboard presents a graphical overview and management information summary at first glance
- ✓ Drill-down functionality for users requiring more detailed information
- ✓ Automatic case prioritisation based on a tenant's balance and payment history
- ✓ Automatic removal of items not requiring action
- ✓ Direct access to the arrears screen, so there's no need to re-enter account numbers
- ✓ Minimal user training required, as the module integrates with Capita's existing systems and offers a joined-up user experience.



## Key benefits

If your operatives and staff have an accurate picture of which customers are financially overheating, along with their likelihood to pay, they can engage earlier with customers using a more proactive arrears collection strategy.

Using these tools helps organisations to...

- ✓ Focus resources to maximise the impact of arrears collection activities and drive down arrears
- ✓ Reduce officer caseloads by contact the right customers at the right time
- ✓ Increase collection rates and free up cash flow through early intervention and targeted support
- ✓ Prevent arrears escalation which creates further efficiencies by reducing more expensive and time-consuming court collection processes.
- ✓ Mitigate the impact welfare reforms on former tenant arrears
- ✓ Automate communications and CRM tasks to improve engagement and workflow.

### Contact us today:

w: [www.capita-one.co.uk/housing](http://www.capita-one.co.uk/housing)

e: [css.account.support@capita.co.uk](mailto:css.account.support@capita.co.uk)

t: 01236 547789

