



RMEEx - Implementation plan (Details)

This is a follow up to the document that gave you an overview of the implementation plan for RMEEx. This document will go into each item in a little more detail. This manual is intended for use by your key management, and those who will be responsible for the implementation of the new system.

Please use this manual as a checklist, to make sure that each applicable area is addressed in time for your final conversion and transfer to RMEEx.

Table of contents

You can click on a topic to go to a specific area.

Premise-based or hosted application? . . .	4
Planning and executing a data conversion	4
Management training	6
Training your clerical and other staff	6
Planning for a dialer	7
Custom programming	7
Interfaces with third party collection services	8
Client remittance statements and checks	8
The final conversion!	9
Summary .	10

What is involved in implementing RMEEx

RMEEx will replace your existing collection system, unless you are starting a new company. Following are the major steps involved in taking you from where you are today, to using RMEEx in production to manage your business. These steps are expanded later on in the document.

- Make a decision on whether you will work off a premise-based or hosted application. This decision would probably have been made by the time you read this document
- Plan and execute a data conversion from your existing system to RMEEx
- Management training is provided by Quantrax and this knowledge is used to set up the business rules and work flows for your companies
- Training has been provided for the other staff in your company
- The use of a dialer has been analyzed and planned. You could be using an existing premise-based dialer, an integrated Quantrax product (either premise-based or hosted, or a third party hosted dialer)
- The need for custom programming has been evaluated. Custom programming may be required for new business interfaces, files you send to clients or special reports
- Interfaces to third party collection services are built and tested. This includes areas such as scoring, letter printing, skip-tracing and credit reporting
- Client remittance statements and checks are implemented within the new system
- Close your month on the old system and Quantrax will then convert that data into RMEEx

We will review each of these areas briefly and give you an idea of what you can expect within each step of the implementation process.

Premise-based or hosted application?

Advances in high-speed internet technology gives you the choice to opt for a hosted collection and dialer platform. It is very likely that this decision has been made and depending on your choice, the following will need to be done.

HOSTED PLATFORM

You will be working with our hosting company who will help you to set up the connection between the hosted system and your office.

- Set up and test high speed connection. Set up printer
- Quantrax sets up your software and a “data library” for your company
- Plan to obtain basic system operations training from the staff at the hosted site

PREMISE-BASED SYSTEM

The following will be needed in a premise-based deployment.

- Configure and place hardware order for IBM i. Set up additional PC servers.
- Plan to obtain basic system operations training from your IBM business partner

Planning and executing a data conversion

The data conversion involves moving your data from your existing collection system to RMEEx. You need to give us your data and explain the mapping of that data (also referred to as a schema, file layouts, data structure etc.) Our programmers and technical people will write the necessary programs to convert that data into RMEEx’s file structures, so you will be able to see your accounts and other information in RMEEx.

A data conversion is not the same as mapping processes and work flows from your present system to RMEEx. Processes are not usually converted. Processes will have to be created on the new system, using the features available on the new system. While we can easily convert fields like names, addresses and balances, fields such as status codes, payment code and close codes will need special

mapping from the present system to RMEEx. You may need to go through some of our management training to be able to define the conversion of these fields.

Here are the items involved in the data conversion process.

- Talk to your present software company or your technical team and get us small sample data files and their layouts. Typically, we look for account, client and collector information.
- The area of interest is particularly important. This has been discussed along with the conversion of prior payments and fees (needed for statistics)
- Quantrax reviews the data and write preliminary conversion programs
- You review the converted data and give us your feedback
- We incorporate additional logic based on your requirements, what you learned from the management training and your review of the initial test conversion(s)
- We make changes to the conversion programs and you review the results
- We do conversions with larger data sets, with the final tests being run with the complete account data files
- Quantrax and your staff analyze payment information, inquiries and reports to ensure that all information is being converted accurately
- Run nightly processing to make sure work maps reflect accurate information and there are no accounts with bad collector codes
- Quantrax runs analysis to ensure there are no orphaned links, invalid client or collector codes
- You close your final month on the old system and give us your data
- Quantrax runs a final conversion, and you are ready to use your new system!

Management training

Management training is a key part of this implementation plan. The following steps are involved.

- Select your team of knowledge engineers, and plan to have your key collection managers participate
- Review our documents that discuss “Basic Management Training” for RMEEx
- Quantrax sets up and delivers training prior to final conversion. There will be instructor-led education as well as self study that will utilize audios and videos created by our customer education team
- You use the knowledge to set up your live companies
- Make changes to your data conversion based on options set up in your system controls. Convert your existing statuses and other codes into RMEEx



Training your clerical and other staff

We will not focus too much on training these staff, prior to the final conversion. It is difficult for individuals to concentrate on their jobs, and learn a new system that they will not use for several weeks. As we approach the final installation, we will work with you to provide a more focused education program for some of the key operations like payment entry. We will use our extensive library of instructional videos for this purpose. It is important that your staff devote some time to review our training materials and ask questions. Make sure the following have been addressed prior to going live.

- Your clerical staff have had some experience with entering and posting new business
- Your payment office is trained on payment processing and some of the basic reports
- You have run client remittance statements and finalized the format of the statements
- You know how letters will be transmitted to a third party letter service

- Returned mail processing has been discussed and is understood
- Using data extracts for reporting to your clients
- Bankruptcy options

Planning for a dialer

Your options for using a dialer are :

- Keep what you presently have and we will interface with it
- Use one of RMEEx's integrated dialer platforms in a premise-based or hosted mode
- Use a 3rd party hosted dialer
- Depending on the option you will be using, different preparation is required. This may involve working with your PBX, phone or internet circuits and internal network vendors

Make sure the following have occurred.

- If you will be using a premise- based dialer, the hardware is installed and the system is integrated and tested with your PBX
- For hosted systems, connectivity and access are tested
- You know how to select and target accounts and phone numbers. You are able to place accounts in different campaigns and call them using different methods (e.g predictive, preview, rotary phone etc!)
- You understand how calls are recorded and accessed
- Inbound calls have been discussed and handled

Custom programming

You should not need months of customizing when you purchase a commercially available collection software package. Unfortunately, this is not what happens in real life. Weak systems often force you to require expensive custom work for core operations. With our system, it is unlikely that you will need customization for your standard operations. Make sure the following are addressed.

- New business interfaces have been programmed and tested
- Information you send back to clients have been analyzed and programmed
- Payment interfaces (e.g. loading direct payments using a file supplied by your client) are completed
- Custom reports, if any, have been discussed

- Clearing of credit cards and checks have been set up
- Changes to remittance statements are completed
- Interfaces to letter vendors have been tested at least one week prior to final conversion
- Interfaces to scoring companies have been implemented
- Interfaces with skip tracing vendors is complete

Interfaces with third party collection services

While this was presented in the area of custom programming, it deserves special mention. Areas such as scoring, letter printing, skip-tracing and credit reporting are very important to your core operations. It is important that you identify any special requirements that you may have, so we can work on the solutions, early in the conversion process. It is very likely that we will have standard interfaces for many of these services. We may need to do some work to tweak what we have, but the key to this area is early planning and making sure the requirements are addressed well in time for your final conversion.

These areas have been addressed in the “Custom Programming” section above.

Client remittance statements and checks

This is an area this is almost always customized for each client. RMEEx offers a great deal of flexibility within the statement process (e.g. Net, gross, remitting frequency, separate statements for NSF's, sorting options). The simplest option is to keep what you presently have, and to have our development team adjust our standard statements to match your existing layout and forms.

You can also use our standard statements along with a simple stationery that has your logo. We can also print your checks.

RMEEx will also manage your client receivables. It will be necessary for you to give us your client receivable balances as at the date you converted. These will become your opening balances for the first period on RMEEx. The following are required.

- You have reviewed remittance processing and the programming for producing the output has been completed

- You provide a list of your ending client A/R. This has been entered into the system and you have verified the numbers
- You understand how RMEEx will manage client receivables

The final conversion!

You have learned about RMEEx's powerful features. You have mastered the basics and set up collector assignment, fee schedules, letter strategies, linking rules, dialer campaigns, payment arrangement options and state rules. You have set up workflows. Your agents have been through their training programs. You have signed off on the data conversion. You have tested your new business loads and key interfaces. You have reviewed the converted numbers and statistics. You have run test statements and nightly processing - you have checked your queues and seen that accounts are in the right place. It's time to make the change.

You would run month-end processing and remittance statements on your old system, and give us your data at that time. We would run your final conversion, run nightly processing and have the system ready for work the next working day, which would usually be a Monday. Depending on your operation, we would probably have one or more of our staff on site for a few days, as you begin to use the system in production. With proper planning and testing, you will move to the new system without the need for a "parallel run". You are now using your new system and taking advantage of your new technology and its features!

Some of the areas that must be covered during your final training are the following.

- Standard clerical functions like processing returned mail, and manual linking after the reviewing of linking reports
- Daily payment reconciliation and balancing, the key to your monthly results. Key payment reports
- Understanding key client reports
- Understanding key productivity reports
- Understanding nightly processing
- Month-end processing and how it is related to client remittance processing
- Planning for advanced training. When it could be scheduled, and what areas may be involved

Summary

The above information should give you a good idea of how we will practically take you from where you are today, to successfully using RMEEx. This implementation plan is flexible and will be adjusted based on your company and your people. Do not be afraid to ask questions.

Enjoy the system!