



**20**  
YEARS  
STRONG

**VENDOR SELECTION SERIES**

# **Collections Tech Implementation 101**

April 28, 2021

# How We Got Here

## PART 1

Assessed your organization's readiness to begin the digital journey

Determined whether to build or buy technology

## PART 2

Captured requirements and completed the RFP process

Led demos of third-party solutions

Made a final selection

## PART 3

Implementation

### OBJECTIVES

- Clarity of Tasks the Client Owns
- Understanding Key Program Management Strategies
- Recognizing Common Blind Spots
- Avoiding Blind Spots

# Tasks You Own as a Client

1	Outreach Strategies and Messages
2	User Experience and Branding
3	Placement Files and Return Files
4	Testing
5	Reporting and Analytics
6	Operational Readiness

# Program Management Strategies

1	Program Framework
2	Control, Compliance, Overall Program Risks
3	Communication Methods and Routines
4	Sustainable Transformation

- Capture key program management components (e.g. Risk log, Resource Matrix, Decision log)
- Establish resource needs and clearly define roles and responsibilities for key team members
- Define process for managing version control and access for program management components
- Align all documentation to audit requirements

# Program Management Strategies

1	Program Framework
2	Control, Compliance, Overall Program Risks ▶
3	Communication Methods and Routines
4	Sustainable Transformation


- Begin risk identification and contingency responses during program initiation, leveraging prior field experience and projects
- Remain independent and non-biased to ensure full transparency when identifying and escalating risks
- Engage teams from Operational Risk, Compliance, Audit, and Legal early and often

# Program Management Strategies

1	Program Framework
2	Control, Compliance, Overall Program Risks
3	Communication Methods and Routines 
4	Sustainable Transformation

- Establish communication routines early to promote dialogue and ensure sharing of information across stakeholders
- Provide clear insight into program progress and transparency into roadblocks
- Have the courage to communicate difficult messages, escalate risks and issues quickly after gathering facts to confirm program impacts

# Program Management Strategies

1	Program Framework
2	Control, Compliance, Overall Program Risks
3	Communication Methods and Routines
4	Sustainable Transformation 

- Program Team partners with the Business Owners to ensure the desired business transformation takes place and results are sustainable
- Program Management Team remains engaged with the business throughout the program to monitor and confirm readiness
- Complete additional monitoring post program closure to ensure deliverables have been effectively implemented and results are on a steady sustainable path

# 10 Common Blind Spots

1. "Out of the Box" Descriptions
2. Not Using Vendor's Service Providers
3. Lack of Source System Knowledge
4. Counting on the Vendor for Operationalization
5. Timeline Based on Vendor's Standard Deployment
6. User Acceptance Testing (UAT) is Not Provided by the Vendor
7. Internal Efforts can Become Overwhelming
8. Vendor's Scope Doesn't Include Additional Development and Reporting
9. Extra Time is Required to Establish New Short Codes for SMS
10. Undervaluing the Need for End-User System Expertise



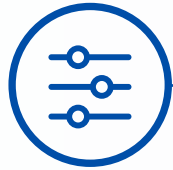
# Avoiding **Blind Spots** for a Smooth Implementation

- 1 Know what they are—it's half the battle
- 2 Access the *Blind Spots Blog* on our website (see "chat" for link)
- 3 Use the list of blind spots during your digital readiness session
- 4 Build all blind spots into your RFP
- 5 Ask targeted questions during the demos about blind spots

# Contact Us for Implementation Answers

Best-in-class engagements that accelerate vendor purchase and implementation founded on 20+ years of experience

## Customizable



**Any combination of the following tailored to you**

- Digital Readiness Assessments
- Vendor Selection Due Diligence
- End-to-end Digital Solution Implementation

## Expertise



**We have Digital Collections experience in multiple ways**

- Outreach Strategies
- Technical Configuration and data mapping
- Operational Readiness

## Accelerators



**Our accelerators deliver results in weeks not months**

- Use Cases
- Vendor scoring templates
- UAT Test Scripts
- Strategy matrices

**>95%**  
**Client  
Re-engagement  
Rate**

# Thank You.

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