CIVICA

OPENRevenues Recovery Matrix

You're empowered to take more efficient and fairer recovery action

Analyse debt in more detail with access to all live data

Your revenues and benefits system holds a vast amount of data in multiple tables. Viewing outstanding debts at a glance isn't easy. Running a query takes time to return because of the volume of data. Then, you need to interpret it to get to the answers you need.

To improve the user experience of debt analysis, we've built Recovery Matrix. You can **quickly and easily interrogate** your data in a variety of ways. The results are presented in a way that's **easy to interpret**.

Enabling real-time debt segmentation
Recovery Matrix offers a host of filtering options to profile individual recovery extracts. This enables greater targeting of recovery actions in line with 'propensity to pay' data, making recovery more effective.

Filters include year, stage, type (e.g. Council Tax, NDR), SPARs, vulnerable accounts and lots more.

As well as delivering a line view for each account, there is a clearly visible **total value** for the segment.

Proactive, targeted recovery
You can use the matrix to **improve recovery runs**. Simply set the parameters you need and the matrix returns all relevant cases. You'll easily see which you might want to delay or where you might need to reset recovery. You can then generate items for your team to work through, contact account holders and decide whether to process recovery.

Insightful management information
You can quickly view the **make-up of your debt**. For example, if an account hasn't paid for a long time, yet they're paying a debt elsewhere, you can clearly see it. This enables you to action the relevant recovery for that account – helping improve collection rates.

Status at a glance
We've applied a colour scheme so you can visually identify the debt status. For example, green indicates the debt is in line with its payment plan, amber where a payment has been missed, and red where there are no regular payments or arrangements in place.

Why choose Recovery Matrix?

- Increases accuracy and fairness of recovery as all data is live

- Enables better analysis with detailed debt segmentation

- Improves collection rates with targeted recovery progression.

You can:
- Quickly create the extracts you need

- Before running recovery, view what will happen and make changes so the run is more effective

- Reduce time spent on running regular reports with saved filters and searches

- Integrate it with Power BI for more comprehensive reporting