ALVARIA®

JMT

JMT Network Improves Agent Productivity More Than 50% with Alvaria and Rich Communication

The Organisation

JMT Network Services Public Co. Ltd. engages in the provision of debts collection services, purchase of non-performing accounts receivable for debts management and collection. It operates through the following lines of business: debt collection, non-performing accounts receivable management, personal loan and hire purchase and insurance. The debt collection business offers services in trading the distressed debt, in which the creditor is unable to pursue or does not wish to pursue collections. The non-performing accounts receivable business segment manages distressed debt resulting from financial institutions including some of the leasing companies distributing distressed debt from the account. The personal loan and hire purchase business segment includes auto leasing service and focuses on loans for used cars to provide personal loan services. The insurance business segment consists of non-life insurance. Founded on March 8, 1994, the company is headquartered in Bangkok, Thailand.

Motivation for Change

At the onset of Thailand's 2020 lockdown, JMT employed a large agent pool of collectors who engaged in manual dialling to manage collections. With the government mandated moratorium on consumer payments during the lock down period, the urgency for debt collection became extremely time sensitive. JMT looked to Rich Communications for an enterprise-scale contact centre solution to drive productivity and improve efficiencies.

> "*Once we started using the Alvaria predictive dialler, it helped improve agent productivity more than 50%.*"
>
> –K. Sutthirak Traichiraaporn, JMT CEO

The Solution

JMT Network Services tapped into Alvaria, the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM) solutions and Rich Communications, an established systems integrator for software and hardware solutions and long-time channel partner of Alvaria in Thailand to deploy a predictive dialling solution to improve collections activities with Aspect® Unified IP®.

The Results

Bottom line, JMT saw an 11% cost reduction per agent with the Alvaria predictive dialling solution replacing manual dialling. JMT CEO, K. Sutthirak Traichiraaporn said, "JMT would like to use dialling technology to help improve agent productivity and improve overall revenue to JMT. Using manual technology makes it difficult to monitor agent productivity and measure KPIs. Once we started using the Alvaria Predictive Dialer, it helped improve agent productivity more than 50%."

Rohit Srivastava, Vice President - Sales, APAC & Middle East said, "It is indeed a privilege to be working with a great customer such as JMT. They have our commitment to constantly support their customer engagement plans and help their contact centre achieve its business goals."

About Alvaria™
Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™. For more information, please visit **www.alvaria.com**.

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