

# A CONDUCTOR FOR INNOVATION

## Q&A WITH JAN-MICHAEL LACEY

Head of sales, Qualco UK



## QUALCO

### QUALCO UK CHAMPIONS BEST PRACTICE IN DATA TRANSFER

Qualco champions the safe passage of data and in 2015 it took the unprecedented step of making its file transfer process available to any organisation seeking a compliant data exchange solution. Qualco Manual Version 3.0 is the latest incarnation and is available as a digital resource on its website [www.qualco.co.uk](http://www.qualco.co.uk) or via scanning the QR code below. This manual contains its technical specification for the exchange of data between originators and their collections agencies.

The file transfer process has been rigorously developed and tested by its experienced technical team, and is adopted by all 27 of Qualco's outsource partners.

It offers assurance to any prospects using its methodology that it guarantees conformance in the transfer of customer data and that it is representative of the activities undertaken on their behalf. Pass the Qualco Manual onto your supplier technology team. From page 17 it provides you with its specification for your future data uploads.



*Jan-Michael Lacey explains Qualco's pivotal role amid market trends of reduced panels, European expansion and a convergence in contingency collections and debt purchase*

**CS:** As a technology provider, you're in a pivotal space between creditors and suppliers, what trends are you seeing?

**JML:** "A willingness from the creditors to invest in new technology and platforms to ensure they have the best possible solutions. This often results in a comprehensive review of the entire strategy. Often, what starts as a conversation about a specific area, quickly evolves into a broader conceptual piece."

"The Financial Conduct Authority's requirements around systems and controls have caused everyone to take a long hard look at what's in place and whether it's fit for purpose. Many creditors are looking to rationalise their supplier base to retain sufficient oversight and reduce risk in this area. This is an area where we can add value in many ways."

**CS:** How do you see contingency collections and debt purchase evolving?

**JML:** "We are seeing a clear convergence occurring. The traditional view used to be one of a perceived conflict if a supplier offered both contingent and purchase, but again, perhaps in an effort to minimise the number of suppliers, many creditors appear to prefer the fully-integrated approach. This is evident looking at the major players such as Lowell with Fredrickson, Cabot and Apex, Arrow Global and CapQuest. The key to this working is transparency."

"The next big development will be an increase in sellers requesting 'post-sale reporting' and activity information from purchasers. At present the level of detail they request is in the main, relatively high level. Moving forward it will be more granular, as the regulators will expect this, but also with analytics applied, this can have a profound effect elsewhere in the clients' operations, such as the point of customer acquisition."

**CS:** Amid consolidation and increased oversight of DCAs, what does this mean for Qualco?

**JML:** "Through our ExtraCollect platform, we can provide the tools to creditors through which data, activity reporting and advanced analytics can be delivered. We can take the time-consuming back office functions away and let clients focus on the bigger strategic picture, knowing the underlying processing is taken care of."

**CS:** How do you see Qualco's role in engineering innovation in the collections space in the UK?

**JML:** "Most clients have a long wish list of development work they want to undertake but lack either the technical ability or resources to do it. We can bring their ideas to life, enable analysts to see if the reality matches their models and forecasts in a controlled manner, and expedite processes faster than clients could on their own."

**CS:** How about across collections in Europe?

**JML:** "With perhaps laxer regulations, and less mature markets, there could be the ability to innovate. However, we are seeing an appetite in these markets to adopt best practice from more mature regions, especially the UK. Our penetration in southern Europe is significant and we are regularly approached to conduct workshops showcasing how the UK market has developed. We see partners in the UK with accreditations such as Investors in Customers, achieving net promoter scores (NPS) of +39. This is exceptional and this industry can say it is no longer seeking brand protection of clients, we are now collectively delivering brand-enhancement. We're helping to take this approach to other markets on the continent and in some cases providing an entry point for clients into new territories." 🍷