



Industry: Financial Services

Country: UK

Number of employees/users: 750 employees

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## Bespoke application supports Finance firm's growth.

Debt Managers are a comprehensive and high-performing collections and recovery service for clients across the UK since 1975.

### Legacy Software Challenges

Originally a family run business based in Scotland, Debt Managers opened up collection services to the UK in the 1990's eventually moving their headquarters to Rotherham and taking on major clients including tier 1 banks.

This growth began to take its toll on the existing technologies and Joe Melton was brought on as IT Director in 2004. Joe describes the technology as "holding the business back".

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## Bespoke Solution

Having engaged with Quorum previously for network and infrastructure support, Debt Managers sent their requirements to Quorum to scope what solutions could be found. No off the shelf solutions quite worked for Debt Managers needs and so a bespoke application was built.

*“The Quorum team lived and breathed the project. The strongest benefit of working with Quorum is that they are good at understanding the requirements of the business. The technical knowledge is important, but the partnership is the real strength.”* Joe Melton.

Quorum created a complete line of business application for Debt Managers. The application is internally hosted on load balanced web servers, together with Microsoft SQL Server clustered database on the backend.

The application interfaces with a number of external third-parties to provide online payment provision, out sourced letter provision, dialler integration, address and phone tracing capabilities through credit reference agencies, and field-enabled collection integration.

The solution has allowed for complete reporting and integration capabilities through Microsoft SQL Reporting Services and SQL Server Integration Services, a service that is critical for Debt Managers clients.

With the sensitive data that Debt Managers handle Quorum have helped Debt Managers focus on security and regulatory compliance and supported that transition.



## Ongoing Support

Quorum continue to support the application and have even bridged gaps in Debt Managers resource, providing interim cover.

*"The entire team have a willingness to respond immediately and help, you just don't get that with other service providers, Quorum have been tremendously supportive"*



Joe Melton (Client Services & IT Director)

Joe joined DMSL in 2004 and has over 12 years' experience within the collections industry, including client services, IT, collections software development, customer segmentation and analytics.

Previously Joe worked as a management consultant for KPMG and BDO.