



## **BFRAME**

### **What is the BFrame Recovery Management System?**

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The BFrame Recovery Management System is a browser-based debt recovery system designed from client input to provide the most powerful, versatile and user-friendly collection and recovery system in the market today. Based on a combined 40 years of collections software development experience, the BFrame solution can be implemented on-site for large scale call center environments with hundreds of users, or hosted in the BFrame datacenter for smaller deployments. In both scenarios, collection and recovery agents find the universally familiar browser graphical user interface (GUI) a quick aid in training and getting up to speed with the system. Meanwhile, collection managers and support staff find the powerful and versatile SQL database engine provides a wealth of reporting capabilities and customization functionality that allows a quick return on investment.

### **How will I benefit using the BFrame Recovery Management System?**

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Collector productivity will increase immediately, significantly cutting your collection costs. Primary lenders using the BFrame Recovery Management System will find decreasing delinquency rates as a result of an enhanced collection and recovery process. Collector notes, letter generation and invoice mailings can be streamlined; the end result is collection and recovery agents can handle more accounts more effectively. And management tracking of actions and transactions is brought to the forefront with a wealth of standardized and custom reports. Also, the BFrame Account Workflow Manager function allows managers to set up automated work flow strategies based on business requirements. And, being a browser based system, no additional software is needed at the workstation which streamlines updates and centralizes technical administration of the system.

### **Can the BFrame Recovery Management System handle multiple users?**

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Easily. Numerous BFrame clients are using the BFrame Recovery Management System in a call center environment with several hundred collection and recovery agents online. Bframe installation can include interfacing to dialers to further enhance collector activity and workflow, with ad hoc reporting available to management as needed to track and control business activity processes. One existing BFrame client has more than 400 collectors on the system with an evening update of more than a million accounts in less than 30 minutes. BFrame Recovery Management System provides power, flexibility and manageability in a familiar and easy to use browser format. Adding collectors or recovery agents to the system is very easy and centrally administered.



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### **How long to implement the BFrame Recovery Management System?**

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This varies depending on the client situation, however, a typical implementation with training and setup should be completed by the BFrame team within 30 days after signing of the contract. A smaller BFrame hosted implementation would take less time. Critical factors affecting a speedy implementation include client provision of file structure needs and data use requirements.

### **Who uses the BFrame Recovery Management System?**

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Any company, agency or institution, in the business of collecting on delinquent accounts. This could range from collection agencies to financial institutions to debt buyers to auto dealerships. Types of accounts include consumer loans, commercial loans, medical accounts, student loans, utility and telecommunications accounts. BFrame's Recovery Management System is highly flexible, and can be customized to meet the needs of any organization or institution to manage their debt collection and recovery business.

### **Who developed the BFrame Recovery Management System?**

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The BFrame Recovery Management System was developed and is marketed, sold, serviced and supported by BFrame Data Systems, Inc., a privately held software development company based in Duluth, GA. The company was formed in June 1991 to provide consulting and software conversions to move mainframe processing techniques to the more cost effective server processing platform while maintaining past investments in software development. One of the first BFrame Data clients needed a reasonably priced solution for processing collection accounts. The BFrame system was developed for their use and during the past 15 years has been continually enhanced, modified and strengthened as BFrame became a major player in the recovery management software sector for agencies, debt buyers and financial institutions.

### **What does the BFrame Recovery Management System provide?**

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The BFrame system gives BFrame clients the ability to organize and manage accounts with maximum effectiveness at a low cost. It supports agency management, extensive reporting, ad hoc queries and reports, standard interfaces, statements and bill creation, letter writing, field-level auditing, buy-sell management, flexible fee rates, multiple interest rates, automated assignments and recalls, reconciliation reporting, agency performance management, system of record capability, portfolio segmentation, debt sale support. The possibilities are limited only by your imagination to find new ways to enhance a collection strategy or establish business rules. The BFrame Account Workflow



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Manager is a rules based, priority driven sub-system designed to route accounts through the system automatically, saving time and resources. There is no limit on the number of rules that can be set up using the Workflow Manager.

### **Can I attach documents and files to the account records?**

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Absolutely. The BFrame Recovery Management System gives clients the ability to attach many types of files and documents to an account record or user record, either manually or through a batch process, depending on input origin. Types of files range from standard text documents to images to voice recordings.

### **Does the system interface to a report writer?**

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Yes. The BFrame Recovery Management System comes with a set of standard reports, and custom reports can be created quickly and easily using the embedded reporting feature. However, clients who prefer to use some other type of report writing software, or Microsoft Excel or Access, can export the data from the system to another software product. The BFrame Quick Select function was designed to make this a quick and easy process.

### **Does BFrame provide a hosted service for clients?**

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A hosted service from the BFrame data center in Duluth, GA, is one of the newest offerings from BFrame. Typically this is targeted to smaller clients with a smaller number of users who usually lack the expertise, or have no desire to set up, manage and service a full collection and recovery system. The hosted service allows clients to focus on the business of collecting, while BFrame's staff serves as the defacto information technology staff for the client. Since the BFrame system is browser based, you can access the data center from anywhere.

### **Can the system interface to a predictive dialer?**

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Yes. BFrame's technical staff has written more than 60 interfaces to other systems, among these include predictive dialers which are now fully functioning at client sites for several hundred collectors and recovery agents. These include dialer interfaces for the Touchstar dialer system and Noble Systems dialer, among others.



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### **What are the advantages of the BFrame “browser based” system?**

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Ease of access, familiarity, flexibility and feature-rich functionality top the list. Basically, you can access the system from anywhere that you have internet access which gives you great flexibility in work scheduling and staffing resources. Training is simplified due to the familiar browser interface, and updates to the system are single threaded because there is no software on the individual workstations.

### **How does the Bframe Recovery Management System work?**

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Let us show you. The Bframe Recovery Management System offers so much that we like to simply show you what you want to see or are most interested in for your specific business scenario. Just contact us and we'll set up a live, personalized demo for you based on what your needs are. Normally, a web-based demo takes about an hour depending on how many questions come up during the course of the demo. Contact us at [sales@bframe.com](mailto:sales@bframe.com) for more information or to schedule a demo of the live system; visit us at our web site at <http://www.bframe.com>, or give us a call at 678-397-0100.