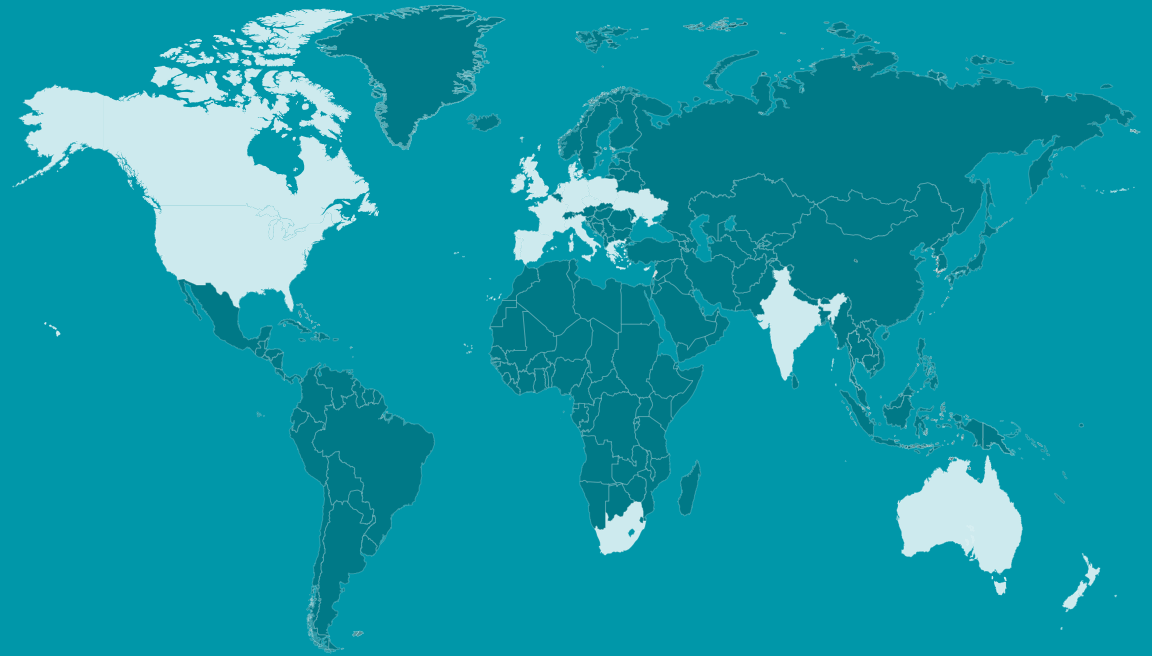


**ARUM APPROVED
WEBINAR SERIES**
**BEHIND THE
CURTAIN:
REALITIES AND
RESULTS OF AI IN
COLLECTIONS**

Certified



Corporation



EXUS®

Arum®

ARUM AND OUR APPROVED SYSTEM PROGRAMME



Arum®

For **over 25 years**, we have been trusted by businesses to **transform collections and recoveries**



Our clients span **over 20 countries** across the globe



We deliver **better debt outcomes** by transforming collections technology, strategy and operational performance

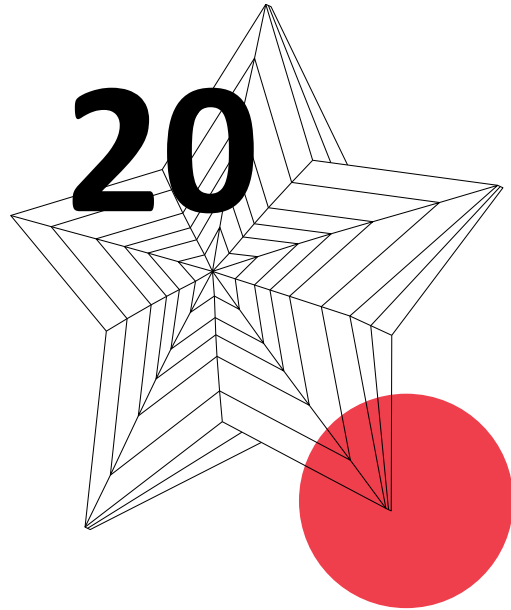


We **work with leading brands** across financial services, utilities, telecommunications and the public sector

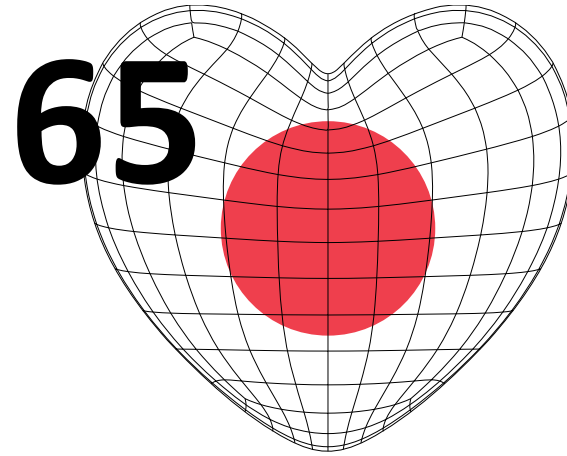


- The Arum Approved System is the only **accreditation for collections software** vendors globally
- It demonstrates that a product meets collections requirements for **functionality and technology** and that an implementation approach will likely **meet clients' needs**
- We evaluate **20 capability areas** to assess strengths and find ways to improve competitiveness

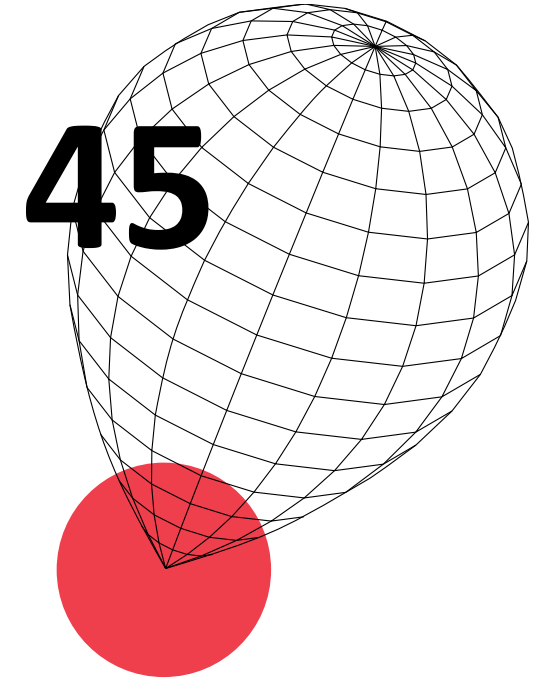
About EXUS



Years' Experience



Global Customers



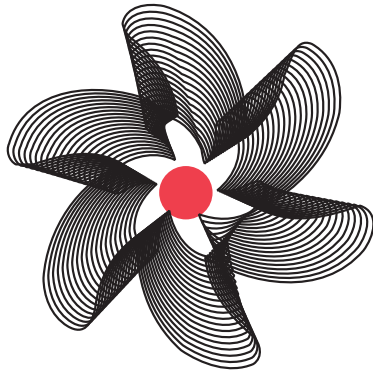
Countries



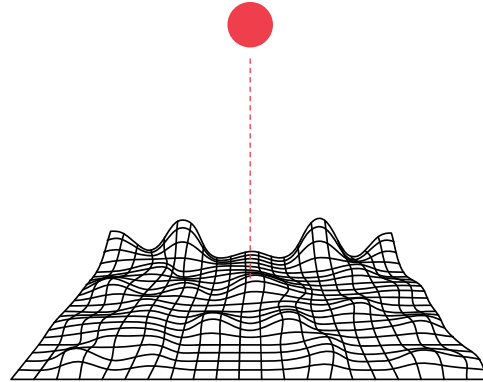
Latest AI Trends



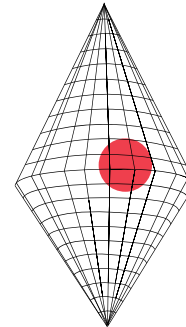
Natural Language Processing (NLP)/
Conversational AI



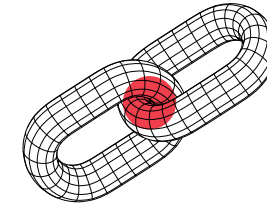
Generative AI/
LLMs



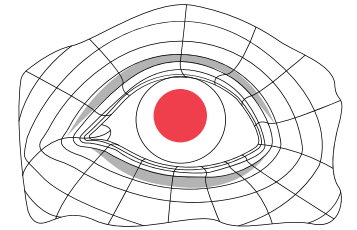
Predictive Analytics
(Regression and
Classification)



Explainable AI
(XAI)



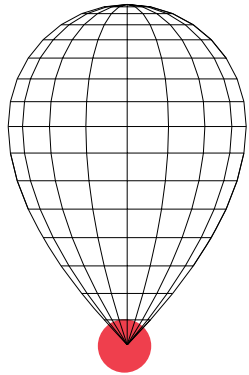
Reinforcement
Learning (RL)



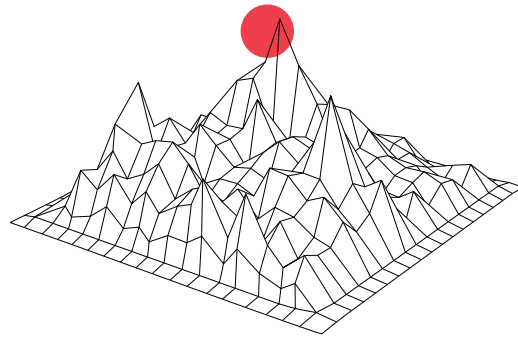
Unsupervised
Machine Learning



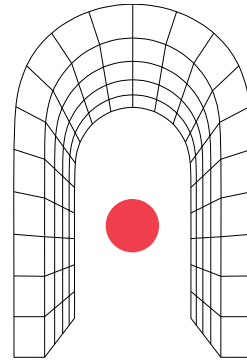
Levels of AI Adoption in Collections



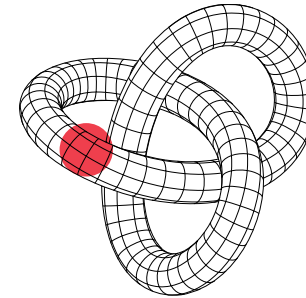
Personalised
Communication
Strategies



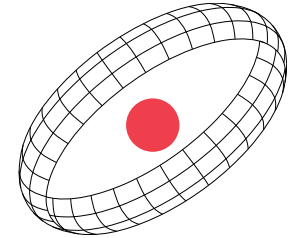
Predictive Analytics
and Risk
Segmentation



Automation of
Administrative Tasks



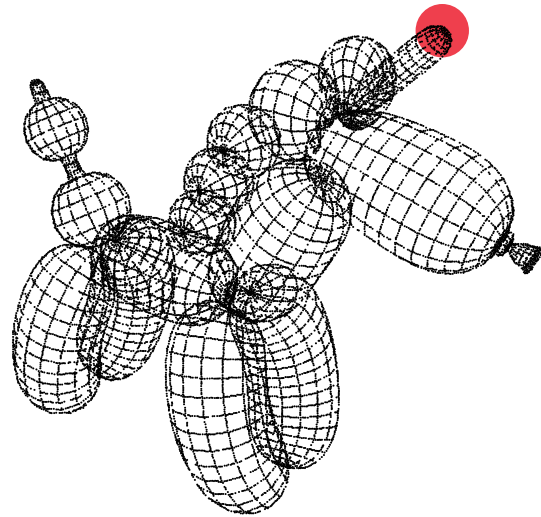
Integration of
Generative AI



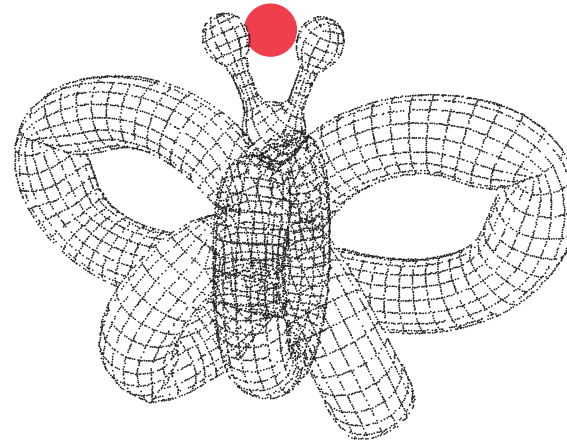
Compliance
Monitoring



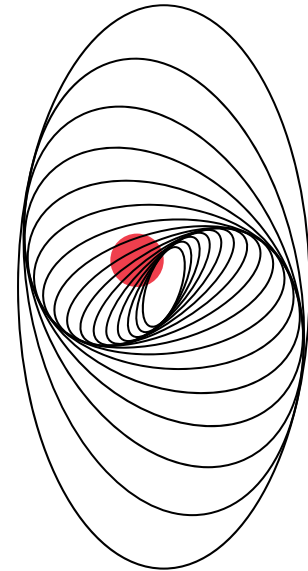
Real World Use Cases Across Utilities and Banking Collections



Trends and preferences among customers



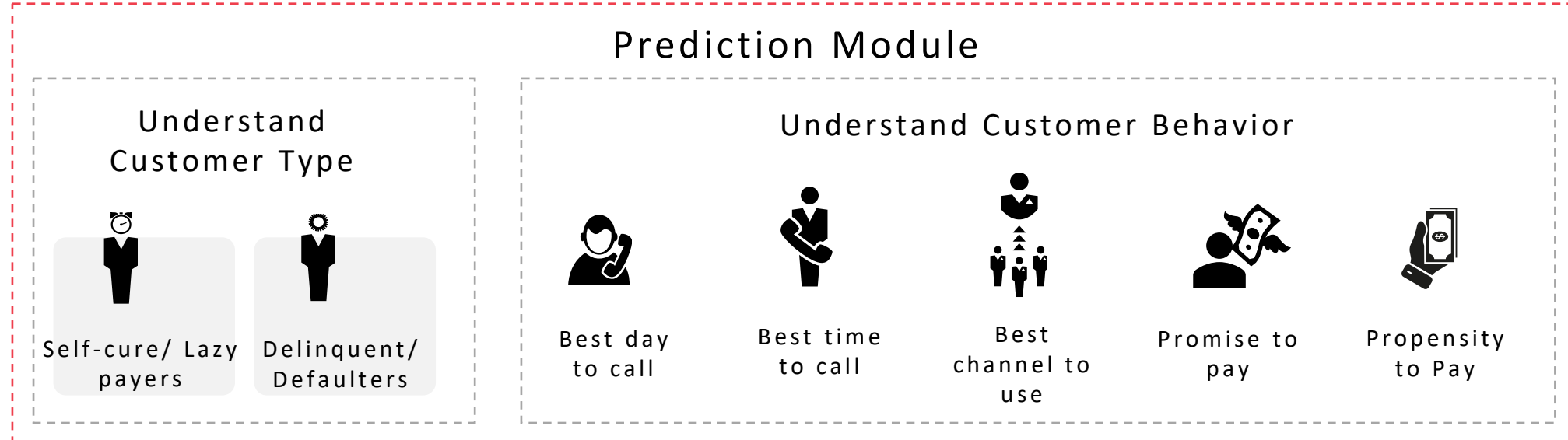
Insights and results



Utility vs Banking Collections



How EXUS Is Integrating AI into the EFS System



↑
Maximization of Recovery rate



↓
Minimization of communication costs

THANK YOU FOR ATTENDING



To find out more about anything we've discussed today, please feel free to reach out to our speakers



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