


Case study

# Cost savings with reduced QA headcount and 4X ROI

This full-service debt collection agency collects nationwide in all fifty states, offering accounts receivable management services to creditors in multiple industries as well as governmental agencies and higher education.

An industry leader with over 30 years in business, they were still looking for someone to deliver on a time-worn promise to reduce QA headcount and streamline slow manual processes.



**4x**  Return on Investment

**25%**  Reduction in QA headcount

**\$20k**  Savings per month

## The challenge

### Streamlining the QA team and processes.

15 years ago, this agency began looking for technological solutions to support their team and keep them at the forefront of the industry. But those products were a huge investment in both time and money and never delivered on what they claimed they would do.

"All our previous software promised we would be able to get rid of QA," said the agency's CIO. But they never did.

That left them still dealing with a time-consuming manual QA workload and a larger team than they wanted.

## The solution

### Minimize manual effort and right-size the team.

After so many disappointments, the company was thrilled to encounter Prodigal ProInsight, an AI-powered QA solution that automates the manual workflows that had been holding them back, as well as offering 100% call coverage.

And for this agency, Prodigal's AI Intent Engine, which was trained specifically on more than 300 million consumer finance conversations, was a perfect fit.

Instead of software that was trying to be everything to everybody, they were able to connect with Prodigal, which matches their consumer finance vertical focus.

## The results

### Streamlined processes, streamlined team.

"Prodigal was the first time we were actually able to eliminate 4 QA reps," said the CIO. "That alone is paying for Prodigal's monthly bill and then some."

And the scorecard process has eased the pressure on the QA reps. Prodigal worked with the agency to build custom scorecards for each of their clients, and ProInsight automatically analyzes and scores calls according to those measures.

That ease of use also comes with improved metrics - a high rate of accuracy and reporting pre-built for consumer finance. No expensive customization required.

"Prodigal understands our industry. The other software companies are selling to everybody. But Prodigal got my business, they knew what I was talking about, they understood what I wanted to do."

**Chief Information Officer**