



London Borough of Lewisham Council,
London, England
www.lewisham.gov.uk

Industry:

Public Sector

Annual Revenue:

US\$1.140 billion

Employees:

5,000

Oracle Products & Services:

Oracle Advanced Collections

Oracle Financials



Oracle Partner:

Mokum
www.mokum.com

“Mokum’s expertise has enabled us to integrate collections into our daily financial management activities, reduce outstanding debt, and cut the cost of recovery.” – Sally Chin, Finance Systems Manager, London Borough of Lewisham Council



Lewisham Borough Council Leverages Technology to Automate Collections and Recover Debt Faster

A four-star rated London borough covering 14 square miles, Lewisham is committed to making a positive difference to its 248,000 residents through best use of council tax money.

Challenges

- Improve collection rates for unpaid debts ranging from refuse collection charges to commercial rent shortfalls, and social care fees
- Increase collections efficiency through consistent and proactive recovery strategies while ensuring that the methods adopted are appropriate for each type of debt and customer
- Leverage technology to manage collection processes more cost effectively, in line with the recommendations of the Gershon Efficiency Statement and the Council’s Best Value review

Solution

- Commissioned Oracle Certified Mokum to implement Oracle Advanced Collections, a suite of automated collections tools integrated with Oracle Accounts Receivable, to streamline and automate debt recovery
- Chose Mokum for its specialist knowledge of collections and proven track record with the council and other local authorities
- Benefited from Mokum’s expertise and flexibility to ensure timely, fixed-price implementation and go live
- Replaced disparate, spreadsheet-based with Oracle Advanced Collections to standardize debt collection council-wide
- Leveraged Oracle Advanced Collections to make a single view of each debt instance, including correspondence, payments, promises, disputes, and adjustments, available to all agents
- Benefited from the flexible configurations of Oracle Advanced Collections to apply the best collection methods, track each event and automatically assign appropriate follow-up actions
- Used collection scores to dynamically change recovery strategies in line with level of debtor responsiveness
- Enabled agents and managers to gain roll-up and drill-down data views, enabling them to focus on a single overview invoice, specific customer account, or bill-to location
- Leveraged intelligence gathered to track debt patterns and develop strategies to minimize the risk of future delinquencies
- Optimized customer relations and reduced the risk of negative PR by employing effective, yet appropriate, collection policies
- On track to cut debt, shorten recovery cycles, reduce process steps, and redeploy agents to value-added activities