

Straive Collections Support

Transforming Accounts Receivable Collections

At Straive, we bring over **15 years of operational excellence** to collections support, backed by a successful track record across B2B and B2C business. Leveraging advanced **AI technologies**, **Predictive Analytics**, and a **Multilingual Support** Infrastructure, we empower organizations to optimize collections while delivering exceptional customer experiences.

Strategic Capabilities and Innovative Solutions

Our comprehensive solution is designed to streamline workflows and enhance collection efficiency:

Analytics & AI-Powered Operations



Seamless AI Integration

AI-driven solutions streamline collections from Day 0



Voice Assist

Determines debtor's intent to pay, enabling focussed efforts



Predictive Analytics

Risk models empower agents to prioritize collections



AI Email Assist

Suggests response tone, content, and context for agents

Workflow Transformation Roadmap



Scalable Operations

24X7 support in 15+ languages, tailored for fluctuating volumes.



Web Research Algorithms

Pre-check contact validation boosts collections by 23%-25%.



Enhanced Governance

Increased dunning frequency, real-time dashboards reduce delinquency by up to 22%.



Global Presence

Agents across the US, UK, India, Philippines, Vietnam, South Africa, and Nicaragua ensure regional coverage.

Tangible Benefits Delivered

AI-Powered Assistance

- Email: Reduces email response time by **15%-20%**.
- Voice: 100% of calls analysed, enhancing agent effectiveness

Impact on Key Metrics

- Faster collections reduce days sales outstanding (DSO)
- Improved quality ensures accurate messaging & better interactions
- Analytics-driven efficiency boosts operational outcomes

Efficient Web Research

- **23%-25%** increase in collections for accounts not yet due (<30 days).
- **10%-15%** recovery from previously written-off debts.

Dunning Frequency Optimization

- **20%-22%** decrease in delinquency rates (>120 days past due)

The Straive Advantage



Timely Collections

Reduced Days Sales Outstanding (DSO) for better cash flow.



Improved Communication

AI-driven tools ensure the right tone and actionable insights.



Shorter Turnaround Times

Enhanced agent productivity with AI assistance.



Scalable Solutions

Adaptable to evolving needs with 24/7 multilingual support.

Let Straive transform your collections workflow with technology, analytics, and operational excellence

About Straive

Straive helps operationalize the data → insights → knowledge → AI journey with its deep domain expertise, process knowledge, and tech and analytics capabilities. Serving a diverse range of industries-including science and research publishing, information services, EdTech, life sciences, and banking and financial services-Straive boasts a global client base spanning over 30 countries. Our strategically positioned resource pool operates across seven countries, including the Philippines, India, the United States, Nicaragua, Vietnam, the United Kingdom, and Singapore, where the company is headquartered.

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