

## EOS KSI selected **STATISTICA** to optimize its debt collection process

### KEY POINTS

---

#### Business

EOS KSI

#### Overview

- A group of companies around the world in debt collection.
- One of the largest debt collection companies in Romania

#### Challenges

Seeking user-friendly software to “score” debts and in turn assess the success of each step of the collection process.

#### StatSoft Solution

STATISTICA Data Miner, STATISTICA SAL, and STATISTICA Standard

---

*“One of the most demanding things for us was selection of data we intended to process. StatSoft CR helped us with this process by proposing necessary and suitable data structures and providing statistical expertise. Client support by StatSoft CR has also been perfect, so we can truly say we are satisfied.”*

— Ivan Fibír

*Call Center Manager, EOS KSI*

### BACKGROUND

EOS comprises a group of companies active around the world in debt collection. It has 49 subsidiaries and affiliates in more than 20 countries, with the company’s head office located in Hamburg, Germany. The EOS Group has more than 20,000 customers and offers its services to companies of all sizes, from renowned joint-stock companies that trade on the stock exchange to mid-sized and small companies. For example, EOS offers customized services for large insurance companies, banks, credit card issuers, leasing companies, public service companies, industrial and trading companies, publishers, and freight companies.

### MISSION

EOS is one of the leading debt collection companies in Romania. Our core business areas are debt collection and debt purchase.

### CHALLENGE

EOS sought user-friendly software that would “score” debts—in other words, a tool to assess the success of each step of the collection process. The required tool would need to serve internal decision-making processes, e.g., in the sense of deciding whether to go to court over debtor disputes, or whether it should collect a debt during a specific phase of the process, or skip a step, etc. In light of changes in the global—and, thus, also the Czech—market that are driving companies to retain their customers, a new system of procedures is coming about that brings with it the need to keep a debt out of the courts for as long as possible. This requires an advanced modeling tool that is capable of automating required processes in a suitable manner according to company needs, one that is quick, efficient, and reduces workload. EOS has found that all of these needs are met by a combination of STATISTICA Data Miner, STATISTICA SAL (Sequence, Association and Link Analysis), and STATISTICA Standard software. EOS has found that these tools from StatSoft CR together provide a suitable solution due to a favorable combination of user-friendly environment, acquisition cost, and requirements for implementation into its existing system.

### HOW STATISTICA HELPED

For maximum efficiency and successful debt collection processes, the EOS Group’s Czech branch, EOS KSI Česká republika, s.r.o., had been using its own collections software, which met the company’s needs. However, due to recent initiatives to increase the success of the collection process, the company decided to extend its system by adding a tool to assess the quality of collection steps using statistical data available in the internal system. Software installation was performed in house by EOS employees with minimal need for supplier support. Implementation included training and subsequent practical application and knowledge transfer during the creation of the first data mining model.

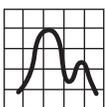
## RESULTS

*STATISTICA* is currently being used as a tool for assessing the likelihood that debt collection will be successful for selected EOS clients. The process begins with preparation of data such as type of client, nature of debt, debtor, region, and information on available contacts. The software then automatically processes the data based on models that have been developed and helps EOS decide on the future of each debt, for example, regarding the best way to contact the debtor. The overall likelihood the debt will be collected successfully is also valuable. *STATISTICA* has been integrated into the collection process in a suitable manner, not only through the scoring of debts, but also by uncovering new linkages in the process, the knowledge of which enriches the company's expert rules.

"Cooperation with the supplier was, and still is, at a professional level and met expectations," reports EOS KSI's Call Center Manager, Ivan Fibír. "One of the most demanding things for us, in order to get all required outputs from the installed software, was selection of data we intended to process. StatSoft CR helped us with this process—for us a new and demanding one—by proposing necessary and suitable data structures and providing statistical expertise."

Mr. Fibír continues: "Client support by StatSoft CR has also been perfect, so we can truly say we are satisfied. I would also like to say that one important factor for selection of our suppliers is a personal approach, which plays a very significant role in the selection of a company with which we intend to work over the long term."

Thanks to a user-friendly environment, the ability to simply and quickly score debts, and its reporting functionality, *STATISTICA* meets EOS KSI's requirements for efficiency and meets all of its needs.



**StatSoft®**

Discover how StatSoft is making the world more productive at [www.StatSoft.com](http://www.StatSoft.com)

**Headquarters: StatSoft, Inc. • 2300 East 14 Street • Tulsa, OK 74104 • USA • +1 (918) 749-1119 • [info@statsoft.com](mailto:info@statsoft.com) • [www.statsoft.com](http://www.statsoft.com)**

Australia: StatSoft Pacific Pty Ltd.  
Brazil: StatSoft South America Ltda.  
Bulgaria: StatSoft Bulgaria Ltd.  
Chile: StatSoft South America Ltda.  
China: StatSoft China

Czech Rep.: StatSoft Czech Rep. s.r.o.  
France: StatSoft France  
Germany: StatSoft GmbH  
Hungary: StatSoft Hungary Ltd.  
India: StatSoft India Pvt. Ltd.

Israel: StatSoft Israel Ltd.  
Italy: StatSoft Italia srl  
Japan: StatSoft Japan Inc.  
Korea: StatSoft South Korea  
Netherlands: StatSoft Benelux

Norway: StatSoft Norway AS  
Poland: StatSoft Polska Sp. z o.o.  
Portugal: StatSoft Iberica Lda  
Russia: StatSoft Russia  
S. Africa: StatSoft S. Africa (Pty) Ltd.

Spain: StatSoft Iberica Lda  
Sweden: StatSoft Scandinavia AB  
Taiwan: StatSoft Taiwan  
UAE/Egypt: StatSoft Middle East  
United Kingdom: StatSoft Ltd.