

Case study

FFAM360 uses Prodigal ProInsight to cut compliance time 90%

FFAM360 (also known as the FFAM360 Alliance® of Companies) owns debt and delivers comprehensive business process outsourcing and accounts receivable management in a number of verticals, including auto and property subrogation, rental car damage and unpaid fees recovery, medical debt, bank and retail debt, healthcare revenue cycle management, receivables purchasing, and specialty finance through their vast network of affiliated companies.

After seeing the results with ProInsight, FFAM360 also implemented ProAssist and ProNotes and saw a 12% lift in payment discussions.



90%  Reduction in compliance time

100%  Compliance coverage

The challenge

Compliance workflows were clumsy and time-intensive.

FFAM360's previous compliance solutions came with lengthy and complicated workflows. They would listen into a call, flag whether it might have a violation, but fail to provide transcription or any specifics about where the issue occurred.

This meant a compliance manager would need to listen to the entire call, alert for a violation that could occur at any point during a potentially hour-long conversation (or not occur at all, if the call was flagged incorrectly).

The solution

ProInsight offers streamlined compliance processes.

ProInsight flags specific sections of calls for human review, highlighting the problematic transcript section and immediately leading compliance managers to the issue.

The nuance ProInsight provides to the call review process cut the amount of time FFAM360 spends reviewing calls by a staggering 90%. Paul Allen, FFAM360's COO, said, "With ProInsight, we track and score every call across a number of parameters and compliance aspects in 10% of the time it used to take, improving our productivity ten-fold."

The results

Renewed team focus on what matters.

Ditching the old-fashioned processes that were slowing down the compliance process not only slashed the amount of time managers were spending on call reviews, it also increased call compliance coverage to 100% of calls and allowed the team to focus their efforts on agents and customers.

ProInsight's seamless integration into existing workflows frees teams up to focus on improvements. Allen noted, "Because ProInsight is so much easier to use than its competitors, operations and compliance managers are now spending more time coaching agents instead of struggling with the software."



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