



Alpha Debts Collection

COMPLETE SOLUTION PROVIDER

ABOUT US

Alpha Debts Collection is one of the very few companies in UAE, which has a license for Debt collections, BPO, Legal services & Marketing, associated partnerships with Law firms and agencies both Locally and Internationally (UAE, India, Pakistan, Sri Lanka, Egypt and Jordan).

Our Company is solely owned by the member of a well reputed UAE local Family from Al Shamsi.

Our firm provides a high level of services to constitutes an added value to our clients. We highly appreciate the interest of our clients and achieving their inspiration. We are constantly working to develop our HR, Technical resources, Quality and standards .

We strive to keep up with the successive variables in the business market and finding effective solutions for our clients.

We have a very strong and oldest Market player in the Management Team from Banking, BPO and Legal consultancies based in the UAE Market.

Considering the decades of experience of our esteemed team who has extensive expertise in the Industry "**We strongly believe ourselves as a vintage debt collection agency**".



Our Vision

Lead the Market with
Reliability, Dignity &
Integrity



Our Service Areas



Debt Collection



**B2B Collections
Corporate/Receivables**



**Sales & Marketing
Outsourcing**



Legal Services

▶ Debt Collection

Our expertise in debt collections has helped a broad range of clients recover debts owed to them using fair debt collection practices.

We have a perfect mix of talent and technology to improve your servicing and strengthen your customer service efforts.

Regardless of the age or stage of your delinquent account, Alpha has the expertise, tools, technology and personnel to connect with Right Party Contacts, Negotiate and Collect payments consistently every month.



► Debt Collection-Digital

Digital debt collection is using digital channels and conversational technology to contact customers about their outstanding debt repayments as opposed to more traditional methods such as in person or by telephone.

The method of debt collection is data- driven and it allows for customers to choose their preferred contact channels: **SMS, WhatsApp, Email & AI / Auto BOTs on Dialer system.**

The main benefit of digital debt collection is that it can feel a lot more human, as it is important for customers to feel more comfortable when having conversations with lenders about resolving their debts.



► B2B Collections Corporate/ Receivables

We offer comprehensive business and corporate **Account Receivable services** to the evolving needs of our clients. Our team sought sophisticated advice on some of the most complex transactions in addition to counsel on the full spectrum of issues they come across.

We aspire to earn an outstanding reputation as trusted corporate legal experts closely aligned with our clients and are easy to work with on all corporate matters.

We Offer our clients with **Tele-calling follow ups, Regular Field Visits** and finally with legal services if necessary.



► Legal Services

Our firm provides a high level of legal services to constitutes an added value to our clients.

We engage our associated law firms in the activities such as providing legal advice, managing **Legal Disputes by Out of Court settlements, Demand / Notarized legal letters, Filing Criminal & Civil cases** etc., and ensuring compliance with laws and regulations.

We strive to keep up with the successive variables in the business market and finding effective solutions for our clients.



► Sales & Marketing Outsourcing

Marketing is not expensive, But inexperience is

Today, it's more important than ever to build strategies based on customer experience, loyalty, engagement, and retention.

Organizations currently focus on many activities to engage with their customer's loyalty programs, roadshows, event sponsorships, etc. Core products sales need more touch points with fast gratification, incentives, and clear tactical offers.

You Need Right Marketing Partner to make This Happen!!

Market Research

- Free Marketing
- Free Branding

Optimize Sales

- Upselling
- Crossselling
- Revenue Enhancement 25-30%

Target Audience

- Direct Marketing

Customer Retention

- Direct Marketing
- Long Term Relationship
- Data Base
- Customer Satisfaction With Affection

KEY PERFORMANCE INDICATOR (KPI'S)



- ✓ Daily Report
- ✓ Staff wise report
- ✓ Allocation wise report
- ✓ Status wise report



- ✓ Hourly productivity
- ✓ Conversion ratio
- ✓ Contact ability Ratio
- ✓ Daily Performance Management



- ✓ Portfolio Analysis Report
- ✓ Allocation Strategy Report
- ✓ Staff wise Allocation Report



▶ Process /Action

- ▶ Tele calling (Pre-due, Buckets, Recoveries & Skip)
- ▶ Predictive Auto Dialer
- ▶ Skilled Negotiations
- ▶ Tailored Settlements
- ▶ Risk Profiling
- ▶ Skip Tracing
- ▶ Field Visit Services
- ▶ Payments Controlled Policies
- ▶ Calls / Emails / SMS / Fax
- ▶ Dunning / Demand Letters
- ▶ Customized Legal Services
- ▶ Notarized Legal Notices
- ▶ Customer Meetings Inbound / Outbound
- ▶ Dispute Resolution
- ▶ Write Offs Negotiations Exemptions

► Quality Level

- Quality Assurance Escalations
- Management Process Training
- Product Training System
- Training Soft Skill Training
- Knowledge Management
- Knowledge Assessment
- Calibrations
- Performance Reviews
- Progressive Learning Process
- Quality Improvements

Information Security ALPHA GROUP Management

- ▶ Access Controlled
- ▶ Secured Servers
- ▶ BCP (Inter/Intra City)
- ▶ Local BCP (short term)
- ▶ System Training
- ▶ Disaster Recovery Plan
- ▶ Data Backup
- ▶ Data Protection
- ▶ Surveillance Cameras
- ▶ Call Recordings
- ▶ Restricted Accesses
- ▶ Firewall
- ▶ Regular updates and maintenance

Our Strength



14 Nationalities



15+ Languages



40% Gender Diversity

System:

- Experienced Team
- Company sponsored Visas & Work permits
- Skip tracing team
- Field visit team
- Dedicated IT team
- Associated Lawyers
- Multi-Lingual Staffs

- Specialized CRM System
- Skip Tracing Tools
- SIP Lines
- Call Recording
- WhatsApp Broadcast (Meta Verified)
- Predictive Dialer
- Bulk SMS

Governance:

- Regular Training Programs for Staffs
- Hiring on Demand
- Expertise in Collections & Recoveries processes
- Customer Experience Management
- International Skip Tracing Process
- Regulatory & Central Bank Process

- Service Quality Review
- Call Monitoring
- Compliance Adherence
- NDA with Clients
- Data Leakage Protection



Agency Presence



Contact Us



Alpha Group
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