

## 75% faster integration with external systems

### Challenge

Batch processing causes delays in the flow of information with external systems

### Solution

Callout Services delivers real-time integration

### Outcome

**75%**

reduction in development time for real-time integrations between Debt Manager and external systems

### Consistency is the cornerstone of customer satisfaction

Your customers expect a seamless experience, whether they're navigating a mobile app, speaking with a representative, or interacting with external vendors. This means everyone needs access to the most accurate, up-to-date information at all times.

### The flexibility of middleware without the heavy investment

Enter Callout Services. This standalone, fully configurable service enables Debt Manager to issue API calls to any external system in real time, process the response, and initiate appropriate updates and actions in Debt Manager via REST APIs.

### Keeping operations agile, responsive, and forward-thinking

Callout Services ensures time-critical updates such as fraud alerts, insolvency notifications, and vulnerability flags are instantly reflected across host systems and shared with the right teams to take action. Design any number of integration use cases tailored to your business needs.

**"Data is crucial for understanding our customers. We're always looking for the best way to put this into action."**

**Senior Risk Manager,  
European Financial Services**

## Why real time matters

### The situation



Carmen falls behind on car payments, receives a repossession notice, and calls her bank to dispute the balance.

### In slow-time

Half an hour later, a tow truck arrives to repossess Carmen's car.

### In real-time

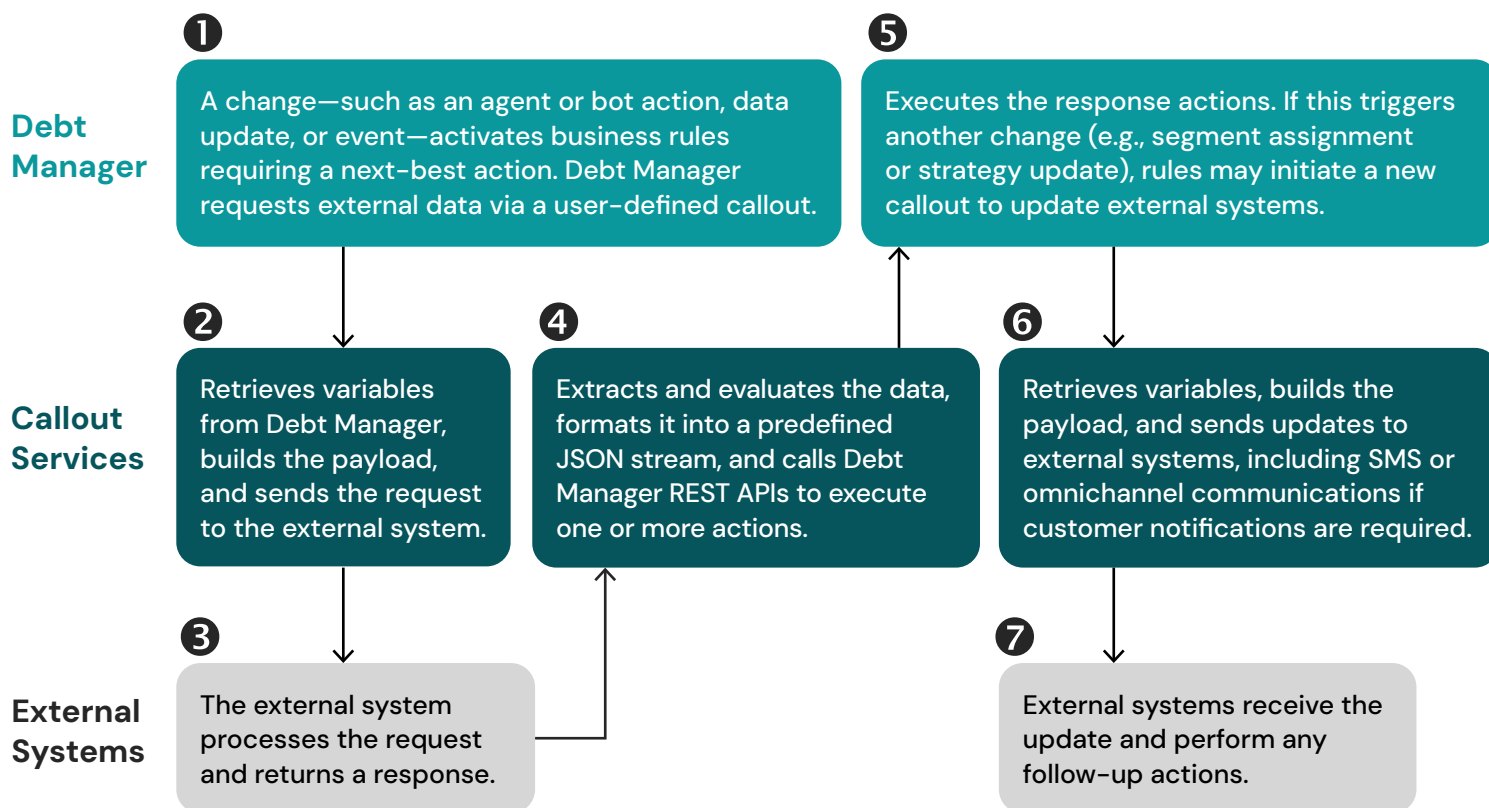
Carmen keeps the car, regains her financial footing, and becomes a loyal customer.



The agent opens an investigation and assures her no action will be taken until it's resolved.

Overnight batch processing means the repo system won't be notified about the dispute until the next day.

Within seconds of opening the dispute case in Debt Manager, repossession is paused.



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