Recovering More Mobile Handsets, Faster from Early-Life, Non-Pay Cancellations

With US carriers expected to ring up more than $37 billion in mobile handset financing and leases this year—and $50 billion by 2017—it's no surprise that early-life, non-pay cancellations are on the rise. And because of the complexities inherent in recovering these leased and financed devices, carriers are losing tens of millions of dollars annually, and stand to lose even more as the plans grow in popularity.

Carriers can improve their recovery rate and velocity by knowing when and how to begin the recovery, and exactly who to target. However, most operators don't have the granular visibility into their customer base needed to obtain these insights, or the specialized processes required to successfully act upon them.

The OnProcess Advantage

As a managed services provider specializing in post-sales supply chain services since 1998, OnProcess Technology has a nuanced understanding of the asset recovery challenges facing carriers and a strong record of overcoming them.

By applying our rules-based, data-driven processes, advanced analytics and domain expertise, we empower mobile carriers to achieve much higher return rates and accelerated velocity from early-life, non-pay customers, while minimizing your risk and write-offs.

Accelerated time-to-results

Thanks to years of helping carriers improve advanced exchange and warranty programs, we're able to quickly implement purpose-built mobile handset recovery programs. Typically, within just two to three months of receiving your data file, we're up and running and delivering results.

Our customer-friendly approach, designed around helping your customers reduce outstanding debt, is integral to our success. We make returning mobile handsets more feasible, for instance, by handling returns through the lowest-cost channel convenient to the customer and by helping customers obtain contacts and emails before shutting off their devices. Sometimes our communications even result in reactivations, which OnProcess then facilitates.

New-found visibility fuels insights

Using blended communications, including OnProcess' Voice-of-the-Customer, we capture, code and categorize your customers' comments. By performing in-depth analytics on this and other purchase and behavior data, we give you new-found visibility into why customers have not paid for or returned their financed or leased mobile handsets, and insights into actions you can take to improve recovery outcomes.

Intelligent targeting speeds velocity and ROI

We combine data-driven insights with rules-based processes and analytics to determine the optimal time and method for starting an asset recovery, and which customers make the most fiscal sense to pursue. In some cases, providing an early warning may be appropriate, while in others, waiting until the account is suspended will deliver better results.

We focus on customers whose phones are far from obsolescence and use OnProcess-developed best practices to increase returns and accelerate velocity. This way, your recovered phones can be reconditioned, refurbished or used for parts while they still have value—and you're not spending more on early-life, non-pay recovery programs than you gain from the recovery itself.

Simplification and single-party accountability bolster success

Asset recovery for early-life, non-pay cancellations is complex. Carriers that implement this internally often encounter challenges integrating and effectively managing the multiple silos responsible for various program aspects, from agents who reach out to customers to data integration, analytics, returns tracking, equipment validation and more.

OnProcess can radically simplify mobile handset recovery for this subset of customers. Our closed-loop, purpose-built program enables us to streamline the entire process and provide the 100-percent accountability needed to achieve positive results for your business.

Early-life, non-pay cancellations are destined to increase as more consumers and businesses finance and lease mobile handsets. To find out how OnProcess can augment your asset recovery practice by boosting return rates and velocity from these customers, contact us at sales@onprocess.com, 508-520-2711 or visit **www.onprocess.com.**