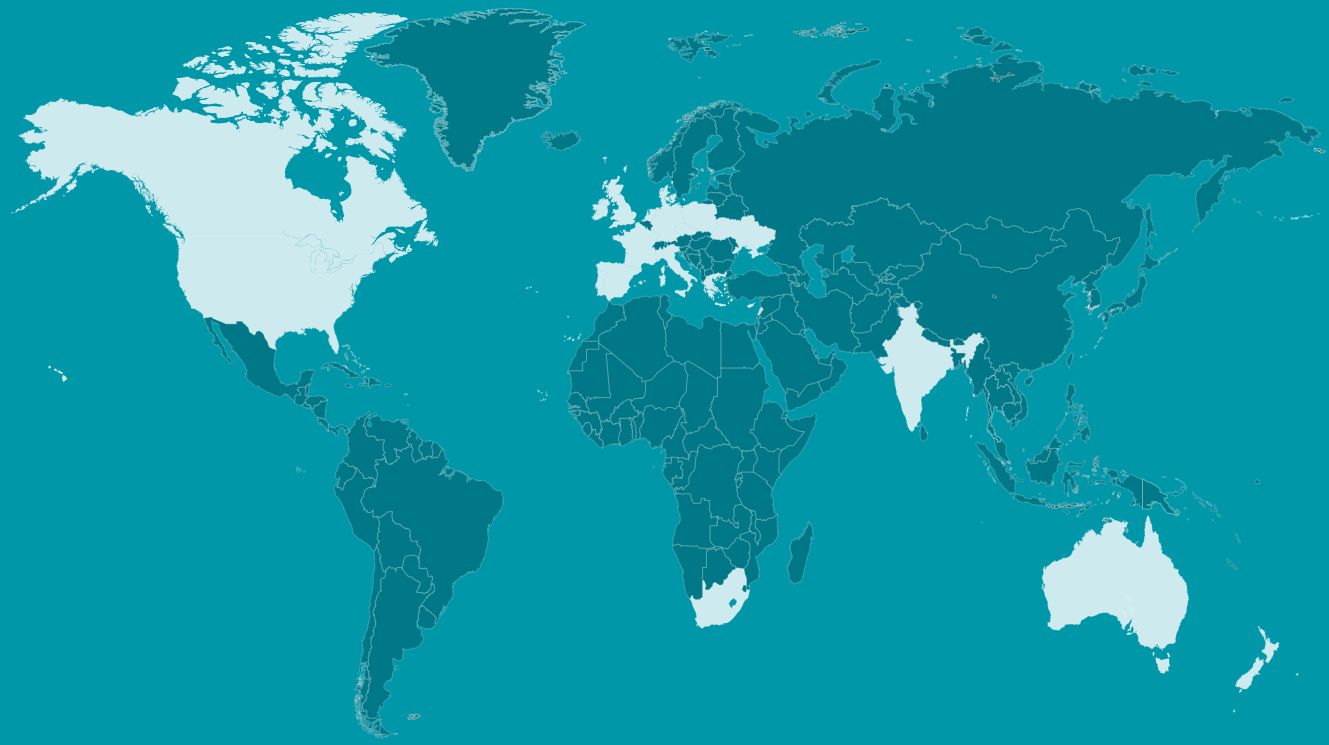
TECHNOLOGY SELECTION SERVICES

Certified B Corporation



Arum® Global

SERVICE DESCRIPTON

Our Technology Selection Service provides you with assurance that you have selected the right cloud solution for your organisation.

It enables you leverage our substantial knowledge of Cloud vendors and systems acquired over 25 years of hands on system implementation.



SERVICE DESCRIPTON

Implementing new technology represents a significant investment in both time and resources. Arum's Technology Selection Services get you off to the right start by helping you to filter the cloud technology market to your exact requirements and budgets.

Our service is tailored to your specific needs and the nature of the systems or services you are interested in.

Gathering Requirements

We use a comprehensive template which considers over 20 key system capability areas. We can also help develop a Business Case and assist with Cost / Benefit analysis if required.

Identifying Vendors and Solutions

We compare your requirements to our database of features and capabilities of major systems and providers. We can support you, or engage vendors on your behalf to request further information or arrange demonstrations.

Evaluating Vendors and Solutions

We provide comprehensive tools to assess vendors and systems against your requirements using robust scoring and evaluation methodologies.



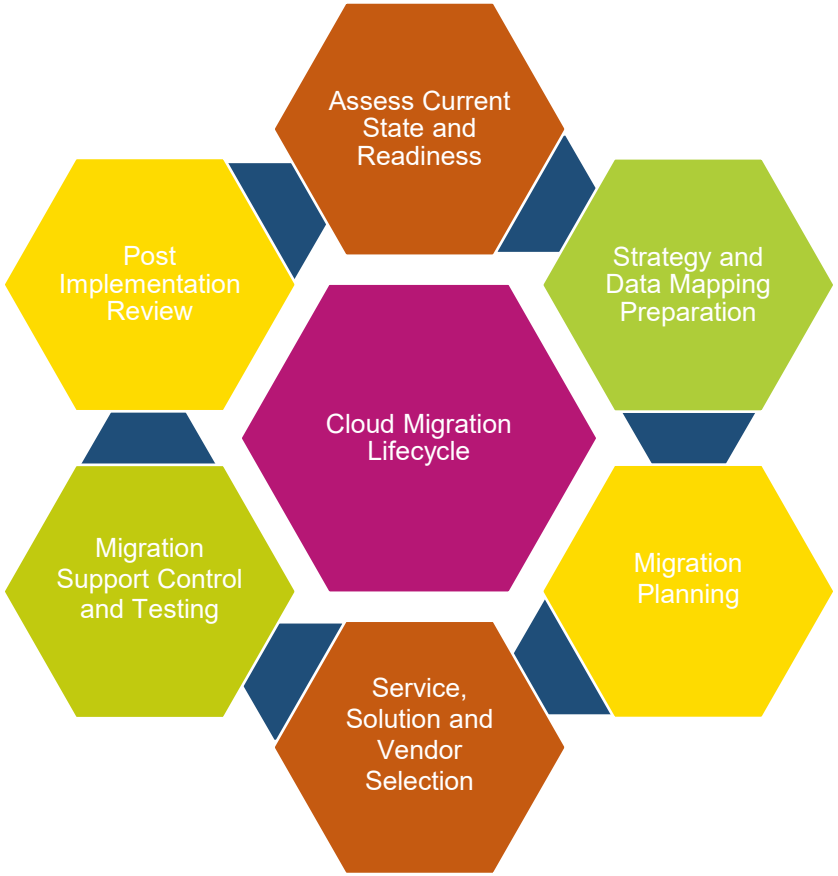
Arum® Global

SERVICE DESCRIPTON

We support the full cloud design, procurement and implementation lifecycle and use our insight and experience to support your evaluation and final decision.

Arum is truly independent, so our recommendations focus on what's best for our clients - that's you!

We can help you to select the vendor, or provide the tools to enable you to do it yourself.

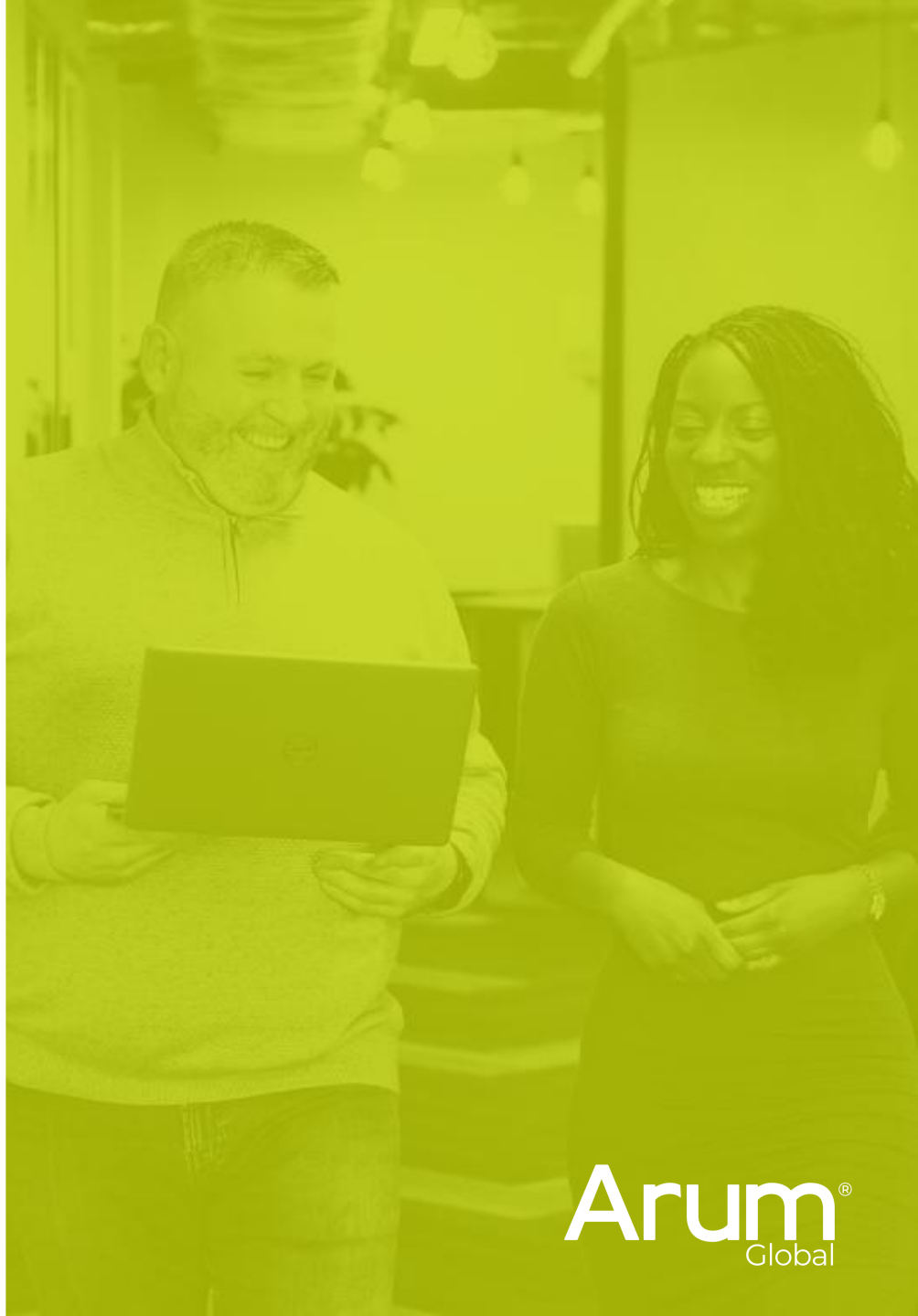




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SERVICE FEATURES (1)

- Advice, guidance and support for cloud systems and vendors selection
- Business case development for cloud services and systems
- Development of service and system functional and non-functional requirements
- Full market and vendor knowledge, analysis, evaluation, and interpretation
- Independent and impartial vendor, service, and system evaluation



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SERVICE FEATURES (2)

- Full and impartial strategy and technology option appraisal
- Support for all procurement models and stages
- Rigorous RFI /RFP/ demo and full proposal assessments
- Experience based technology implementation strategy advice and guidance



SERVICE BENEFITS

- Independent, impartial and experience based advice, guidance and support
- Full market assessment before change ensuring best technology strategy selection
- Latest knowledge of fast changing technologies, markets and vendors
- Better value by ensuring technology meets business needs and objectives
- Arum's proven framework accelerates the selection process
- Arums experience helps identify risks and potential issues early
- Effective decision making first time reduces overall cost of selection
- Implementation experience to inform and support the selection process
- Experience driven questions to challenge vendors throughout the process



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HOW IT WORKS

Optional

Review Current State

- Confirm objectives
- Assess readiness

Define Requirements

- Migration strategy and planning
- Business case and cost benefit analysis

Core Service

Market Analysis

- Review Arum's Vendor database
- Further market research
- Vendor shortlisting

Vendor Engagement

- Request for Information (RFI)
- Initial vendor demos and questions
- Review available functionalities against requirements
- Undertake option appraisal
- Recommend implementation best practice

Vendor Selection

- Facilitate Request for Proposal (RFP)
- Develop and facilitate evaluation methodology
- Prepare evaluation questions and technical presentations
- Review and analyse vendor proposals
- Visit reference sites
- Facilitate final selection process



HOW IT WORKS

Key System Capability Areas Reviewed by Arum

- Hosting
- Interface Capability
- Customer & Account Structure
- Data & Information Capture
- Decisions & Workflow
- Repayment Plan Functionality
- User Access & Administration Functions
- MI & Reporting
- User Interface & Experience
- Work Allocation & Monitoring
- Agent Actions & Dispositioning
- 3rd Party Placement
- Income & Expenditure Capture
- Analytics
- Bureau & Scorecard Feeds
- Communication Channels
- System of Record
- Track Record
- Support, Documentation & User Help
- Performance & Operational Availability
- Product Roadmap & Innovation
- Licence & Pricing Structure



ABOUT ARUM

Arum is the UK's leading independent provider of advisory and professional services within collections and revenue across the public and private sectors

We have over 25 years' experience helping our clients achieve their strategic objectives by improving their regulatory, credit risk and portfolio performance, whilst maximising returns on their technology investments.

Within public sector, we aim to build better outcomes for citizens by improving the collection of local and central government revenues that fund public services.

We provide a blend of practitioner-led consulting and end-to-end change and programme delivery services.

Our knowledge of the creditor and software landscape is unrivalled and includes 30+ system vendors such as CGI, Equifax, Experian, Exus, FICO, Pega, Qualco, and Tieto.

Arum's team of experts, the majority of whom started their careers within the financial services and government sectors, is trusted by leading brands in over 20 countries across financial services (banking, lending, debt purchase), utilities, telcos, public sector (central & local government), and the software vendor market.

Clients and partners



Industry recognition

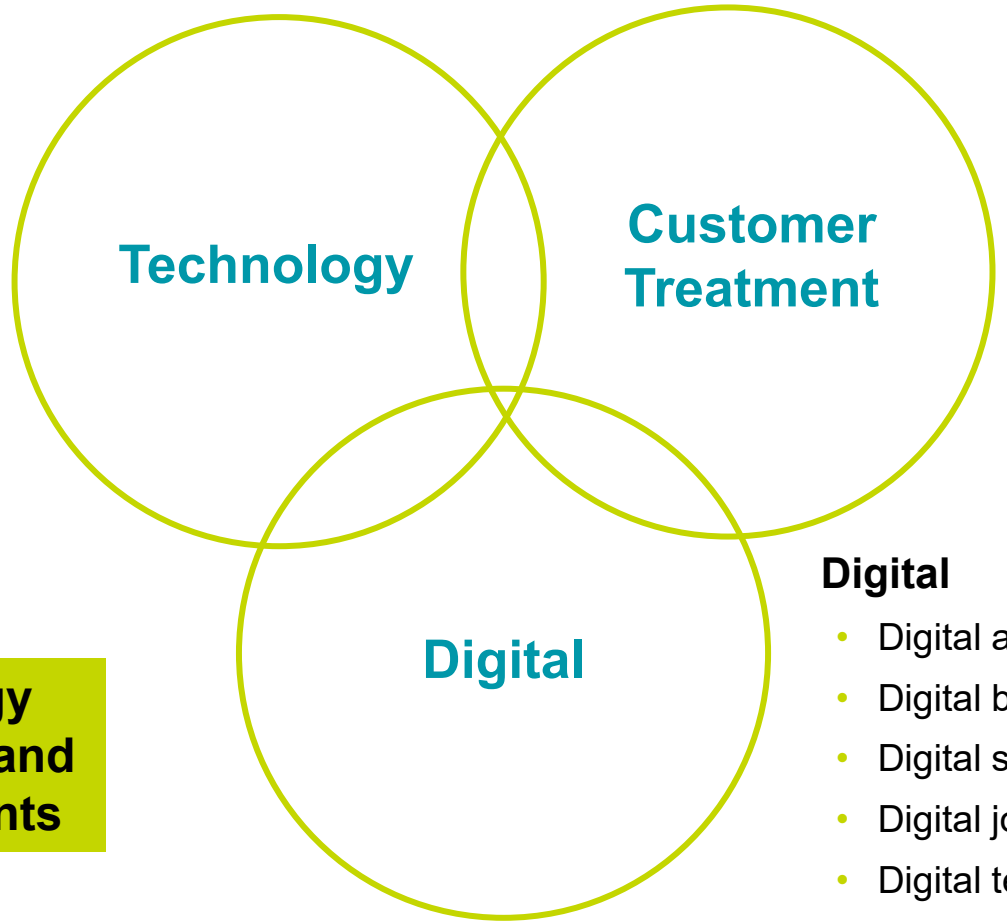


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WE HELP ORGANISATIONS PREVENT AND RESOLVE PROBLEM DEBT

Technology

- Platform / vendor selection
- Systems implementation, integration and configuration
- Upgrades and migration
- Aftercare support
- Service management and legacy support
- Outsourced managed service
- Arum Approved System Programme



Customer Treatment

- Customer journey design
- CX excellence assessment
- Communications review
- Segmentation and differentiated treatments
- Vulnerability identification and treatment
- Agent training

We help clients integrate technology into their operations to deliver fair and sustainable outcomes for their clients

Digital

- Digital assessment and benchmarking
- Digital business case development
- Digital strategy / roadmap
- Digital journey design and optimisation
- Digital tech / vendor selection
- Digital implementation and delivery

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