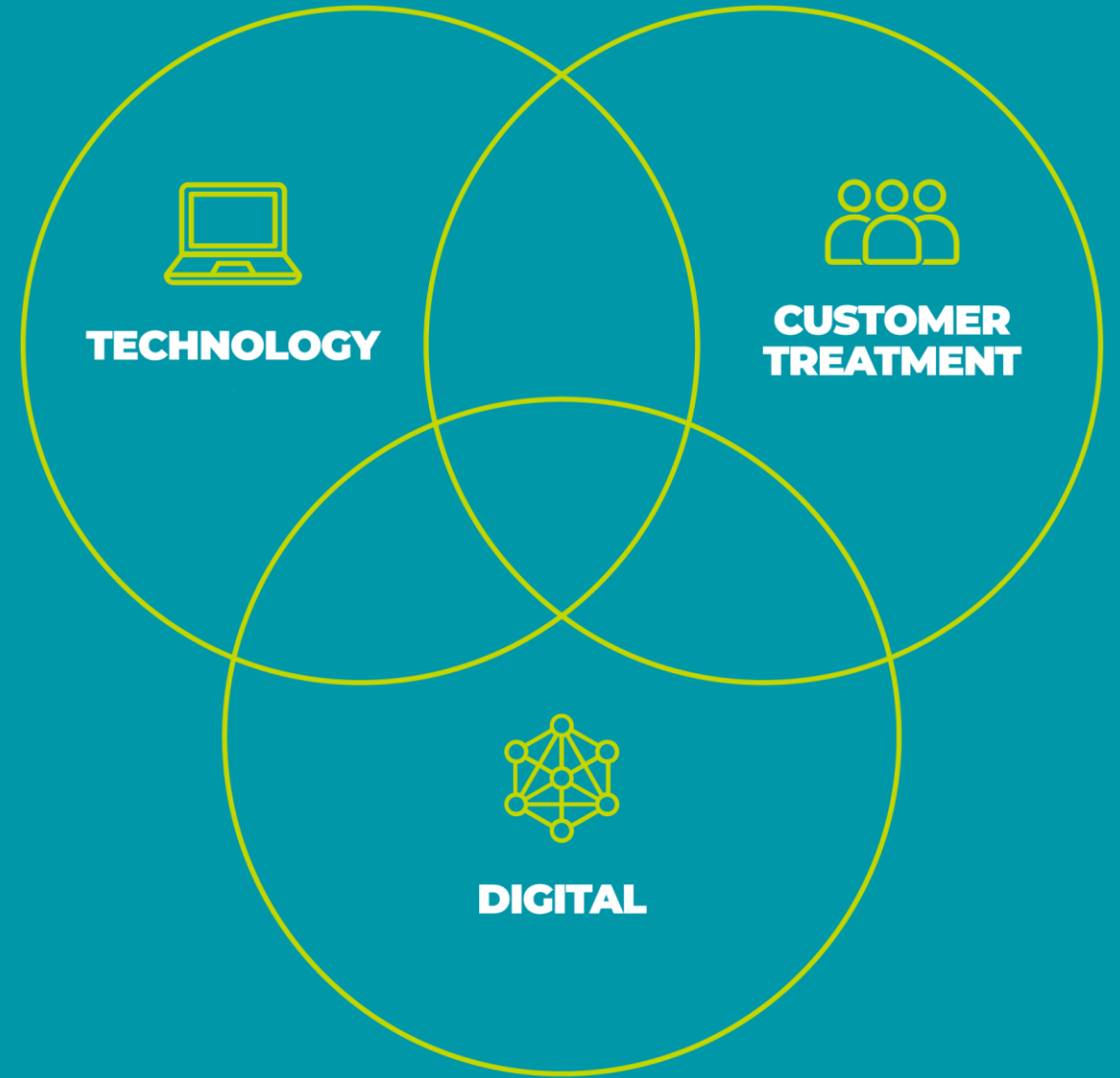


ARUM MANAGED SERVICE (AMS)

April 2022



INTRODUCING THE ARUM MANAGED SERVICE (AMS)

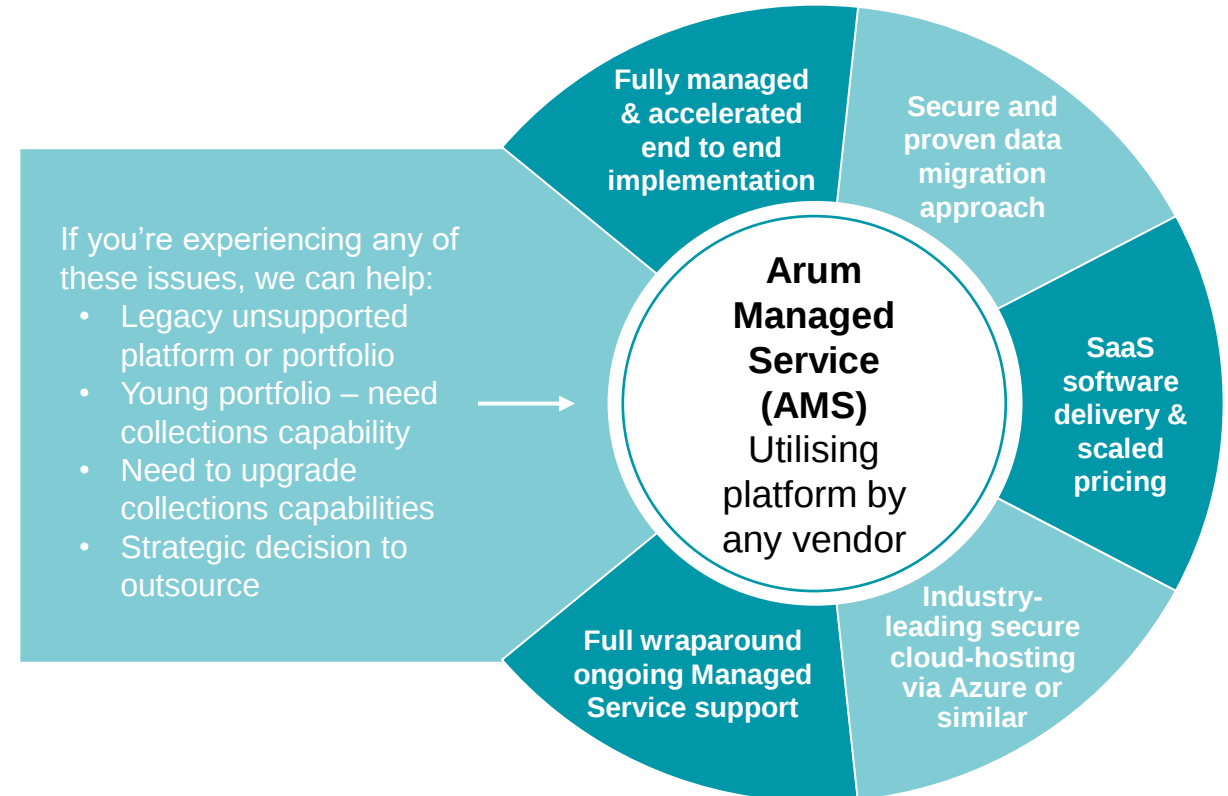
For **over 20 years and across 500+ projects**, Arum has been working with clients to understand and support their collections & recoveries platform needs and identifying the most appropriate solution for them.

We have **worked with every leading vendor** to implement, migrate and maintain their platforms for a huge range of creditors in the UK and internationally.

In our experience, **creditors can often face fundamental challenges** around the operating model to maintain platform capabilities:

- Out of support legacy platforms or tactical local systems, often with associated legacy data centre maintenance dependencies
- Legacy portfolios which need to be managed differently
- Less mature organisations who haven't needed (or don't have) a collections platform yet and are concerned about internal ability to support
- The need to upgrade capabilities of the current platform (often compliance related) but not having the resources or appetite to do so in-house
- Strategic decision to outsource collections and other platform and ongoing maintenance

AMS provides an end-to-end outsourced collections and recoveries service, delivering cloud-hosted tailored software with a full implementation and ongoing service wrapper and underpinned by a flexible SaaS commercial model



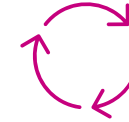
We deliver speed and lower cost-to-serve, underpinned by trust and expertise built on 23 years of hands-on experience

RESPONSIBILITIES - AMS VS. TRADITIONAL

Arum Managed Service (AMS) will select an underlying platform specifically tailored for your business' needs, then migrate / implement the transfer of your debt portfolio(s) and maintain the end-to-end solution with clear SLAs and provide capacity and expertise to deliver future change.

		Typical on-premise solution	Typical SaaS platform	Arum Managed Service (AMS)
Implementation / migration	»»	Client and/or vendor	Client and/or vendor	AMS
Hosting	»»	Client	Vendor	AMS
Application	»»	Client	Vendor	AMS
Data	»»	Client	Vendor	AMS
Maintenance and support	»»	Client	Client	AMS
Incident response	»»	Client	Client	AMS
Change	»»	Client	Client	AMS

THE ARUM MANAGED SERVICE LIFECYCLE



Solution Design	Solution Development	Implementation & Migration	Ongoing Service	Review point
- Existing platform and portfolio analysis - Requirements gathering workshops - Technical architecture workshops - Business requirements definition - Project planning - Hosting and service model definition - Detailed data analysis - High-level solution design - Agree scope, vision, and acceptance/performance criteria - Contractual and commercial discussions	- Detailed functional and technical specifications - Interface and integration build - Solution configuration and parameterisation - Data analysis and migration approach - Testing scripts and scenario development, execution, and reconciliation - Reporting build - Arum quality assurance - Ongoing governance and steering structure in place	- End user testing - Client build and test sign off - End user training and materials - Detailed migration and cutover planning - Data migration - Service deployment and go-live - Commence warranty period	- Transition from warranty period into a BAU managed service - Dedicated account manager - Standard maintenance and support of the technology solution and platform - All levels of support provided e.g. incident response - Quarterly performance and review meetings - Management of future change requests	- Review held at end of agreed service period. Client can: - Continue managed service and renew - Notify of intent to decommission service per agreed notice periods and with support for full agreed exit plan - Move to strategic solution - Arum support migration to strategic solution
In depth understanding of your needs and creation of detailed plan to meet them	Tailored solution collaboratively designed based on your specific needs	Accelerated implementation and integration by our in-house team of experts	Dedicated team managing the service with regular touchpoints	Working with you to review and support your future needs

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