adtecsoftware

TECHNOLOGY
INTEGRATION
AUTOMATION
DEVELOPMENT
SUPPORT

Adtec Software has been providing bespoke software solutions for the business to business market since 1991.

We have been successfully helping collection agencies, financial institutions and government departments improve their cash collections by introducing software solutions to suit each company's individual requirements.

Adtec have a reputation for supplying an excellent level of service, providing customers with software that surpasses expectation, delivered on time and within budget.

ORCA is our flagship product designed specifically for the debt collection industry.

It is an extremely flexible platform, equally at home with ledger management as with very large volume debt collection.

"Having taken several months evaluating other products, nothing came close to ORCA. Adtec Software have developed a system that all others aspire to achieve."
IT Director, major London DCA

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simplifying **Debt**

ORCA

Technology
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Automation
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Technology at work for you

The ORCA application comprises of 5 main modules:-

The Front-end

The user interface to the product is written using Microsoft.Net technology, which results in giving the user a feature rich experience.

The Back-end

All data entered or imported into the application is stored within a SQL Server 2008 back-end database.
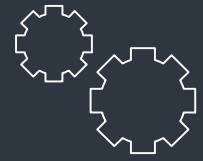
Document Production

Documents requested by users can be output as Text, PDF, SMS or Email.

Data Importing

Our ETL Studio product can import data files in CSV, XML, XLS, Fixed length or delimited formats.

Management Reporting

Reports can designed easily and set to execute on a scheduled basis and be sent to recipients via email automatically.

CUSTOM SOLUTIONS

Functions and stored procedures can be developed within the Orca system to trigger specific tasks to be executed when specific criteria is met.

ORCA FEATURES

- **Modern Look & Feel.**
- **Customisable Debt screens.**
- **Easily add your own additional fields to the system.**
- **Create your own Data Import routines.**
- **Drag & Drop Workflow Designer.**
- **Automated Direct Debit Processing.**
- **PCI-DSS Compliant Card Processing.**
- **Integrated Reporting & Charting Tools.**
- **Document Management + Archiving.**
- **Dispute Management.**
- **Collector workload distribution.**
- **Dialler Integration.**
- **Score Cards.**
- **Income & Expenditure Forms.**
- **Customisable Invoice Runs.**

a flexible solution for your business needs

ADTEC PROVIDE A TOTAL END TO END SOLUTION.

INTEGRATION

We see software integration as a key area for any development project.
Our existing clients have many systems that we may need to interact with in order to provide a seemless flow of data.

- Linking with a telephone system to pop an account on screen automatically.
- To inform a external dialler system not to call a customer if they have already rang in today.
- To instruct a call recording unit to pause and resume the call when card data is being collected via the telephone.
- To send an account to a remote field agent for collection.

DEVELOPMENT

Our product is continuously evolving through customer feedback. This enables customers to benefit from new features requested by actual users.
We can also undertake bespoke developments to suit your own personal preference.

AUTOMATION

Where possible Adtec introduce processes to automatically execute overnight stored procedures. This saves time as well as money.

By introducing automation, many manual time consuming processes can be replicated and run overnight.
This releases staff resources and allows departments to become more productive without the need for additional staffing.

Examples

- Processing of Payment
- Breaking of Payment Arrangements
- Creation of dialler files
- Submission of BACS files
- Creation of client invoices
- End of day reporting
- Distribution of client MI reports

WEB SOLUTIONS

Client Web Enquiry
Field Agent Web Interface
Debtor On-line Payments

SUPPORT

Free upgrades to all future releases
Helpdesk ticketing system
Out of hours emergency support
Knowledgebase articles