



# EOS Solutions UK Plc

Achieving more together

With head and heart in finance





The EOS Group is continually growing and developing in order to be the first-choice provider of financial solutions in the credit and debt management industry.

**EOS Solutions UK provides the holistic solutions for arrears management, debt management and asset management.**

#### **Our Story So Far**

During 1993, our parent company, Deutscher Inkasso-Dienst (now EOS DID) entered the UK market by acquiring two companies: Collection Agencies Plc and Logic Group Plc. In March 2001, the two companies were brought under the single trading name of Logic Group Plc.

In September 2006, Logic Group was integrated into the EOS brand as part of the EOS Group's continuing internationalization strategy and became known as EOS Solutions UK Plc.

The EOS Group is one of the leading international companies in the field of financial services. It has the experience, the know-how and a comprehensive range of integrated services. With an enhanced reputation throughout Europe, Asia and America, the company's experience is very broad and ensures that clients receive the services, quality and value that count.

Our aim in the UK is to be the first-choice provider of bespoke solutions in the fields of debt collection, asset management, arrears management and customer retention strategies.

For more information about EOS Solutions UK, please visit [www.eos-solutions.uk.com](http://www.eos-solutions.uk.com).

# Our client relationships are founded on one key principle: partnership

**At EOS Solutions UK and our partner companies in the EOS Group, you can always find the right solution for the services that you need. This allows you to concentrate on what you do best: your core business. We cover the entire debt life cycle from initial arrears to debt collection.**

At EOS, we are committed to providing an extensive product spectrum to our clients with an emphasis on generating long-term business partnerships. We aim to become an extension of your business, incorporating enhanced strategies that align the client and EOS Solutions UK to the same core principles.

## **Our Services**

Each service provided by EOS Solutions UK is a bespoke solution for one specific problem. We recognize that not all companies are the same, so we always tailor a package of services that allows you to choose from a menu of options that meets your individual needs.

## **Business Units**

The EOS Group's business units comprise information management, arrears management and receivables management. These work as either individual or integrated service packages. The combination of several services also ensures total support for the client's corporate needs.

## **Receivables Management – Our Core Business**

The products and services of EOS Solutions UK cover arrears management, debt recovery, debt collection and litigation. Successful receivables management needs both effective systems and people to operate them professionally. We offer solutions for all debtor types, from initial arrears to litigation debt collection. Our staff are meticulously trained to deal with people, to assess their situation, to open a dialogue and to conclude successful negotiations. These are critical factors when it comes to exceeding our clients' needs and expectations.

## **Debt Purchase – A New Success Story**

We have successfully transferred our knowledge base from Europe to the UK and can now provide a vibrant and competitive debt purchase product that was launched in November 2008: already there is debt with a nominal value of over £ 100m in our purchased portfolio.

## **Information and Field Services – Partnering for Solutions**

We can provide bespoke services with a broader spectrum than a plain, straight-forward debt recovery solution. We deliver this through selected partners who have demonstrated quality and performance that meets the standards EOS sets for itself. EOS upholds the client relationship and ensures compliance, while our partners use their experience to deliver a successful result.

## **Our People, Processes and Platforms**

We are committed to ensuring that all our products and services remain one step ahead of the market by investing in our people, processes and platforms. At EOS in the UK, we continually strive to develop new products to meet the changing demands of our clients and the economic climate in which we operate.

EOS Solutions UK pursues a policy of investing in recruitment, training and development. Our people are crucial to the success of our business, and our highly-trained staff ensure that the best possible service levels are maintained for our clients.

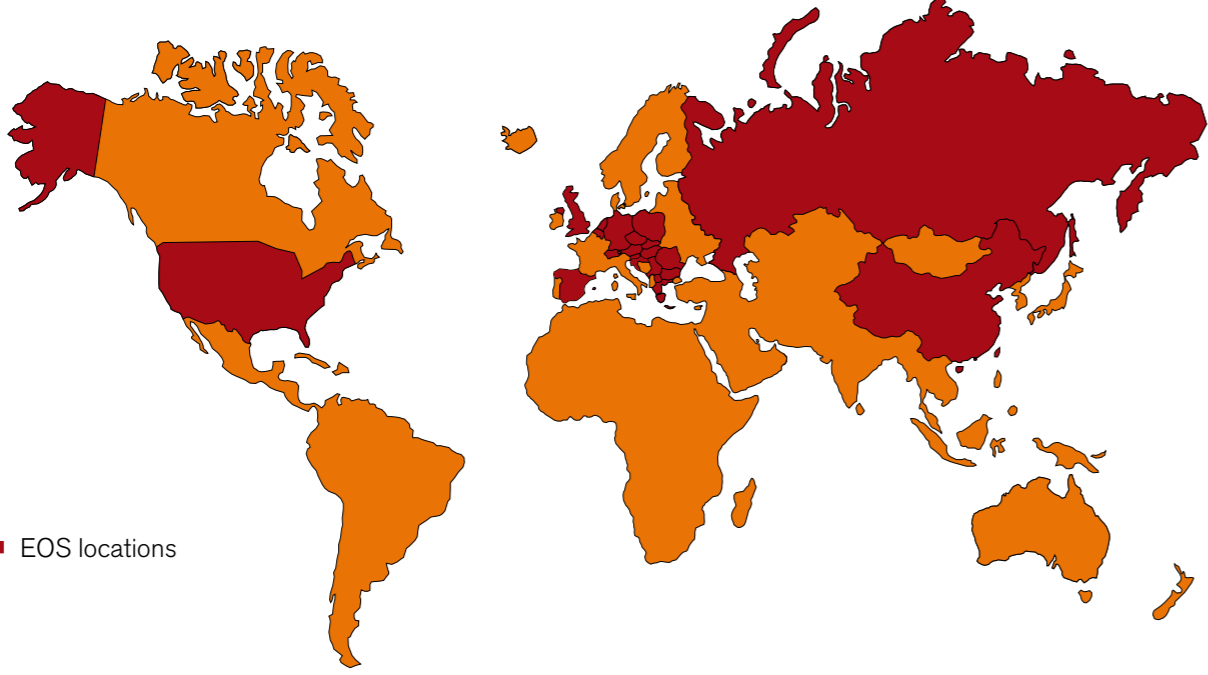
Investment in leading-edge technology is central to our goal of becoming the first-choice provider and achieving top-of-the-class status in the credit and debt management industry. The quality of collection is always foremost in our thoughts. Our on-going programme has included the installation of a virtual private network (VPN) and a predictive multi blended automatic call distributor (ACD). These contact centre solutions ensure enhanced inbound and outbound capabilities which would be expected in a partner organization that is committed to maintaining an equal or higher level of sophistication than its clients.



# Professional advice, products and services from a genuine partner

**The EOS Group, part of the Otto Group, has a workforce of around 4,000 and is one of the leading international providers of financial services. With EOS Solutions UK as your partner in the EOS Group, you have access to an international network that combines the local expertise and know-how of more than 40 companies in over 20 countries across the three continents of Europe, America and Asia. Our integrated business model, with a range that covers information management, arrears management and receivables management services, optimizes a company's entire credit management system from customer canvassing to debt collection.**

Many of our clients have pan-European operations and need the professional advice of a globally active service provider. The EOS Group is capable of facing up to the complex challenges of the globalized economy in the interests of its clients. In an age when economic, social and political conditions are constantly changing, a genuinely reliable partner such as EOS provides the trust and security that are essential in every successful relationship.



The EOS Group has more than 20,000 clients around the world, encompassing sectors such as insurance, banking, credit cards, leasing, utilities, telecommunications, industrial and trading companies, publishing houses, public-sector bodies and mail order.

Many years of experience in the financial services sector and individual solutions for clients' problems constitute the basis for successful partnership. Every country where EOS is represented is looked after by experts who know the particularities of the respective market.

For more information about the EOS Group, please visit [www.eos-solutions.com/en/eos/](http://www.eos-solutions.com/en/eos/)

## EOS facts and figures

- Individual solutions to clients' problems
- Some 20,000 clients around the world
- Consolidated sales of EUR 243.3m (2007/2008)
- Represented in more than 20 countries
- Approximately 4,000 employees worldwide

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