



Credit Card Consulting

Services Overview

CCC

Credit Card Consulting Services

Product Summary

In the specific domain of card management, fasEo have real hands-on experience in creating niche products from the drawing board and bringing them to market in a controlled and measured way.

We have built strategies for recruiting, activating, maintaining and retaining the good customers. We also have worked on loss mitigation and the enhancement of risk strategies and collection methodologies.

Following the rationale of the EFQM model (and our derived HealthCheck), we concentrate on how an organization functions. The development and structure of the business has to be aligned to the vision and that in turn supported by strategies and executable plans. People need to know how they can contribute and what they are accountable for.

- A happy and enabled employee becomes an advocate for the organization.
- A satisfied and engaged customer becomes an advocate and a loyal client who will be the bedrock for success of the organization.

These two statements are co-dependent. We work with banks and institutions to drive a sense of ownership into the workforce and spill that across to the delighting of the customers.

Building loyalty is an art – and in these days of tough competition and economic uncertainties, can be a key determinant for success.

Our areas of expertise:

Leadership Coaching
Team building and alignment
Individual coaching and training

Acquisition
Activation
Delight
Retention

Success Recognition
Complaint Celebration

Business Process Improvement
Communication
Channel Integration
Contact Center Development

Scorecard Development
Collection Strategies
Collections Execution by Channel

Risk Management

Metrics and BBS Dashboards