

F2 for Collecting Government Debts

Functionality

Government entities can submit referrals for a debt collection service through a self-service website.

Internal workflows and approvals to create a payment plan for the debtor are supported by a case guide configured in F2.

Submission of case material to the court system in the case the debtor continues to default on payment is possible from the F2 case guide.

Key Benefits

Organizational gain: Support of more debt collection processes and faster resolution of cases.

Case workers gain: Increased ability to cooperate on cases and a transparent method of transferring case responsibility.

System gain: Automation of tasks and templates will minimize mistakes such as manual errors when processing debt cases and sending out legal notices.

Citizen/customer gain: Visibility on their debt for debtor, stronger financials for creditors due to faster handover and resolution of cases.

Productivity/efficiency: Reduced processing time, case worker's tasks become easier, increased accountability and visibility within the unit.

Software

Software installation is the F2 standard software. F2 core with case and document management, formal (integrated mail) and informal communication (chat), search lists and reporting tools with full search into metadata and content as well as case processing controls such as deadlines, requests, and reminders. Web self-service.

F2 process modules with step process control, checklists and variance. F2 template module, supporting Word templates with automated merging of data fields and advanced text phrases. F2 Dashboard module for progress reporting. User licenses.

Project time

Project duration 4 months

About F2 and The Solution Gallery

F2 is like a Swiss Army Knife for government digitization. The standard software can support almost any type of organization, and process templates make it easy to reuse best practices and proven process solutions. F2 can be used just for a smaller department and without process configuration, it can be used for a specific process, or it can be implemented for the entire organization and multiple processes. A process template can be copied and reconfigured, and process templates thereby offer fast track and low-risk digitization. Working with many different customers and projects across countries, we have a build experience and a large library of process templates ready for reuse.

If you look to fast track to digitizing based on proven solutions, please have a look into our solution gallery and get inspired. Find a process template and have it re-configured for your specific requirements.

About cBrain

cBrain is listed at Nasdaq-OMX with offices in Europe, the USA, and the United Arab Emirates. In Denmark, which ranks number one in the global UN E-government index, we serve more than 50 government organizations and 2/3 of all Danish ministerial departments run their business on our software. We believe in a society based on democracy with digitization being the enablers for a new generation of strong, transparent, and efficient government institutions. Please see our CSR report and SDG 16 commitment to help to develop strong and accountable institutions.

Contact us



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