



Ascent Performance Group

Client

Ascent Performance Group Ltd is one of the UK's largest specialist debt recovery law firms.

Mobile Situation

Ascent have 55 representatives, completing over 60,000 face to face mortgage arrears consultations each year on behalf of UK lenders.

Project

Formworks for iPad delivered to 55 field staff including the digitisation of 15 complex data capture forms, each with over 800 data fields.

The Challenge

Mortgage arrears counselling requires sensitivity and expertise. The process also requires the collection of considerable amounts of detailed information.

The traditional process involves lengthy paper forms which are posted or scanned and sent to the central administration team for manual re-keying.

For the field representatives, administering the paper forms could take up to an hour a day.

The paper process created service delays, generated a heavy administrative burden and made compliance management for the high volumes of cases problematic.

The Solution

Using Formworks, we replaced the paper process with secure iPad forms which are available offline and include data validation controls, logic and calculations to ensure all required information is collected at the client meeting.

The iPad forms are easy to use and include time and date stamped signature fields. Collected data is immediately transmitted from site and automatically fed into the central case administration system providing real time MI.

The iPad forms are auto pre-filled with client data and transmitted to each representative ahead of their visit.

The Benefits

The combination of data pre-filling and data capture controls within the Formworks forms has enhanced data quality, improved compliance and reduced rework.

iPads have improved data security. Over 250,000 pieces of paper are saved each month and each field representative saves up to an hour of admin time a day.

The service cycle time has been dramatically reduced by real time transmission from the field and processing costs have been cut through the elimination of re-keying.

And the flexibility of Formworks means that forms can be quickly amended to meet customers' changing needs.

"Time saving is obviously a big factor in using the iPads, but also the ability to bespoke the forms to a lender's requirements is incredibly useful." Ian Warne, National Field Manager