Power BI Helps Revenue Growth & Employee Satisfaction

CASE STUDY

- Near real-time performance
- Revenue growth
- Higher employee satisfaction

About

Axel Receivables operates as a leading financial receivables company, boasting a dedicated team of around 200 skilled debt collectors, performance analysts, and debt buyers. Specializing in acquiring non-performing assets from credit card and mortgage companies, Axel strategically recovers debt at significant discounts to benefit both creditors and debtors.

The core of Axel's success lies in the exceptional performance of its collectors. Maintaining a sharp focus on collector metrics is crucial for sustaining high profitability. Axel's proactive management team consistently monitors performance indicators, implementing necessary adjustments to optimize revenue streams and ensure sustained success.

Challenge

The collection metrics are managed in an Excel sheet and csv files. At the end of each month, the finance team ingests the data into the central database and then calculates the metrics as well as commissions. The management team is facing challenges keeping up with proactively monitoring employee performance. Meanwhile, managers manually build scorecards every other week.

The Ask

Axel Receivables would like to implement a solution that:

- Generates Collector Scorecard
- Refreshes data from files every 4 hours
- Has easy to read visuals
- Allows collectors to review their own scorecard
- Managers can compare key metrics against goals
- Can be auto-emailed to the collectors at 5 am
- Allows management to use various filters
- Allows management to drilldown
- Has reasonably priced licensing

Solution

After studying the requirements, Pi9 suggests using **Microsoft Power BI** tool that is included with Axel's current Microsoft 365 E5 licensing. Pi9 will develop reports geared towards two different audience groups - Management and Collectors.

Management team will be able to look at aggregate KPIs as well as filter by client, collector, dates, and additional filters. Collectors will be able to see their own scorecard to understand their performance metrics against the set budget.

The model will connect directly to the csv files to pull the data required to create necessary visuals and analysis.
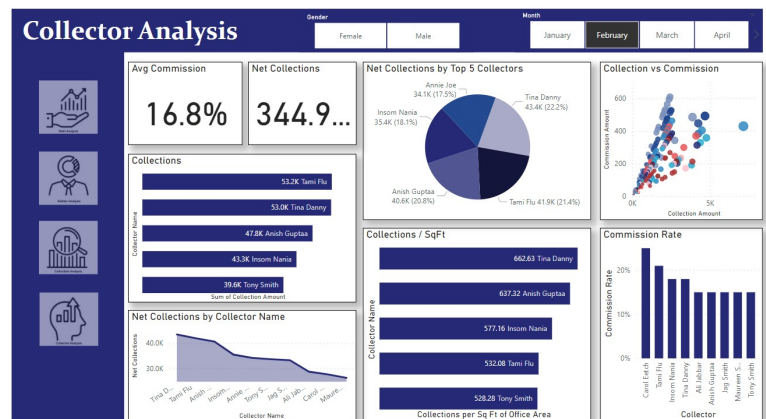
Impact

After the solution was deployed and the staff trained, the updated performance metrics became available everyday to all the users based on their roles. Management at Axel Receivables was able to be proactive about the revenue, provide coaching to the team members as necessary and avoid having difficult performance-related conversations every two weeks. Collectors had access to their updated scorecard each day that allowed them to self-improvise as necessary. These actions resulted in a growth in the revenue and employee satisfaction feedback was positive as well.