

CASE STUDY

**EQUINITI CREDIT SERVICES UNDERPINS
NEW O2 INITIATIVE FOR SMALL
BUSINESS CUSTOMERS**

Loan software provider launches into new market segment to enable a fresh business offering from O2 UK.

Equiniti Credit Services, a specialist lending software provider, has been chosen by leading digital communications company, O2 UK, to deliver the technology behind its latest flexible offering for small business customers.

Business Essentials will support companies with their business-use mobile phone expenditure through a new finance initiative.

Paul Lawton

GENERAL MANAGER
OF SMB AT O2 BUSINESS



When developing Business Essentials, we needed a solution that could provide the best customer experience. We wanted to ensure that the process was user-friendly for our customer service team and nimble enough for business customers applying online. Equiniti Credit Services was the perfect fit"

To help small companies with the often expensive process of upgrading staff to the latest devices, O2 Business is separating the monthly tariff from the cost of purchasing handsets, something traditionally not available when signing a contract. With Business Essentials, they can pay for the device outright and only pay for airtime to reduce monthly spend. Or small business owners can spread the cost of the device with a 0% representative APR loan over 24 months.

Underpinning this initiative is Equiniti Credit Services's complete loan application, administration and collections system, which currently serves a number of major UK banks, financial institutions and high-street lenders. The loan system has been fully integrated into O2 Business' online and call centre-based systems, including real-time integration with Salesforce CRM and BACS processing, to enable its employees to digitally process loan handling and hosting on a single platform. It also facilitates real-time contract signing through its electronic signature to enhance the point of sale end-user experience.

This is the first live implementation from Equiniti Credit Services which is being delivered together with parent company Equiniti. Equiniti IT Services provided the resilient, high availability hosted solution for the O2 Business project, which will ensure that stringent SLAs are met. This includes 99.5% round the clock systems availability and no more than one unplanned outage within a one month period.

Richard Carter, Managing Director, Equiniti Credit Services says: "Our partnership with O2 marks a significant move for us into a new market and is our first delivered project which integrates the specialisms of Equiniti IT Services. Business loan provision is diversifying and more organisations are needing the support of dedicated loan management systems to support their new initiatives. We look forward to working with the company in its new offering to help businesses across the UK spread the cost of their device upgrades with an affordable loan."

Equiniti Credit Services, part of the Equiniti Group, is a provider of intelligent software solutions for banks, lenders, intermediaries and price comparison sites and offers a full end-to-end loan book management solution, from origination to collection. Its software helps organisations champion responsible lending, raise organisational efficiency, cut costs and enhance the service experience of end-users.

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About Equiniti Credit Services

Equiniti Credit Services, part of the Equiniti Group, delivers lending software that is flexibly designed, quickly delivered and aligned to the way consumers live their lives today.

Created in June 2017, Equiniti Credit Services consolidates three award-winning financial technology providers; Equiniti Pancredit, Equiniti Gateway and Nostrum Group, into one dedicated entity.

We build innovative solutions that are transforming the credit industry. Equiniti Credit Services offers a complete outsourced credit management solution, combining award winning proprietary technologies, specialist personnel, FCA compliant processes and industry best practices.

We deliver flexible, agile solutions that support the entire loan life cycle process. Our scalable platform enables lenders to increase efficiencies, reduce time to revenue and improve operations.

For further information please visit www.equiniticreditservices.com

Contact us:

For further information please contact Sarah Jackson at Equiniti Credit Services

E sarah.jackson@equiniti.com

T +44(0)113 2500260

M +44 (0)7423 474838

www.equiniticreditservices.com