

Loxon and VCC Live partner to deliver advanced cloud-based debt collection solutions

VCC Live, a leading cloud-based contact center software and telecommunications services provider, has announced a new strategic collaboration with Loxon, an international software company offering integrated lending and risk management software solutions.

Recent statistics reveal that the Covid-19 pandemic has added \$19.5 Trillion to global debt in 2020. As the demand for debt grows, so does the expectation for more effective collection techniques. In fact, using digital solutions in debt collection seems to be an increasingly in-demand customer requirement. Given the fast-paced business environment and these ever-growing expectations, it is vital that debt collection providers focus on adopting the latest digital trends.

For more than 10 years, VCC Live has been providing cloud contact center and telecommunication technologies to global contact centers and financial institutions relying on debt collection operations, including 4Finance, Provident, Ferratum, and UPC. Now, thanks to its integration with Loxon, VCC Live has extended its services and can offer advanced digital debt collection solutions, such as soft collections and debtor segmentation based on debt amounts, to all its customers. Benefiting from Loxon's extensive industry expertise, VCC Live can also now provide comprehensive debt collection services on a global scale.

Loxon, on the other hand, can now benefit from VCC Live's cloud-based contact center solutions. By combining their digital collection techniques with VCC Live's advanced inbound and outbound calling tools, the company can further improve its debt collection efficiency, leveraging, amongst other features, VCC Live's intelligent predictive dialer and IVR system, as well as VCC Live Pay, VCC Live's real-time payment solution that is unique in the market.



Ákos Tájnel, Partnership Manager at VCC Live, commented: *“Loxon not only provides us with digital debt collection solutions but also the know-how to meet our clients’ expectations all over the world. Thanks to Loxon’s solutions, our debt collection capabilities have increased, allowing us to add additional features to our portfolio and better serve our clients.”*



Speaking on the announcement, **Csilla Tarján**, Alliances and Channels Director at Loxon, added: *“Loxon believes in technology innovation that helps people gain a better quality of life. It’s a great honor and a real privilege to partner with VCC Live. Thanks to this partnership we will be able to reach wider audiences with our new generation, Cloud-first, SaaS debt collection solution that makes customers’ lives easier and more convenient. This partnership will enable us to take the next step towards becoming a truly global business solution provider, while for their part, VCC Live can provide their customers with a customized, frictionless solution during implementation, simultaneously unlocking new potential and creating new value in debt collection services.”*

About VCC Live

For more than 10 years, VCC Live has been providing contact center and telecommunication technologies globally for companies of all sizes. The company provides a comprehensive and high-quality business solution for companies who need to interact with their customers via phone and/or other channels and require high-level professional communication services.

About Loxon

Loxon is a business solutions provider, offering integrated lending, collection, and risk management software solutions for the financial services industry. It is also a dedicated vendor of software solutions which aim to serve banks and leasing companies, covering the entire lending, collection, and risk management lifecycle. Loxon has its Head Office in Budapest, Hungary, and has offices in the Netherlands (Amsterdam), Romania (Bucharest), Russia (Moscow), Bahrain (Manama) and the United Arab Emirates (Dubai).

Contact

Tel: (+36) 1 789 0626
E-mail: info@loxon.eu
www.loxon.eu