



*Be part of the solution*

PERSONALISATION  
INTEGRATION  
TRAINING

EVENT-DRIVEN ENTERPRISE MANAGEMENT SYSTEMS  
FOR CLAIMS, COLLECTION  
& LEGAL DEPARTMENTS



# Collection & Legal

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# Collection & Legal

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# Tailor made solution with the qualities and price of a standard software package

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- **iMX** is the result of several years of research and development and constant innovations. The development is shared between CODIX headquarters in Sophia Antipolis – the first European Technology Park located near Nice, France – and Sofia (Bulgaria) with high level specialists. Business Consultants and Project Managers are also located in Paris, Bordeaux, Tunis, Warsaw, Atlanta and Ho Chi Minh.
- **iMX** is an innovative software solution which allows the implementation of business functionalities and company specific needs in one technical structure that is easily customizable.
- **iMX** integrates natively the most advanced concepts and tools (Total Events Management, Dynamic Redefinition of Databases, Workflow, Electronic Document Management, Extranet, E-mail, Telephony, Fax, and SMS) into one global approach.
- **iMX** uses a «Thin Client» model: Intranet / Extranet/ Internet.
- **iMX** is developed by a team of experts in various fields able to propose appropriate business solutions.
- **iMX** handles multi currency and multilingual support for production and management (dynamically on the same server)
- **iMX** is supported by a top-level team offering efficient and tailor-made service through remote maintenance. This service is top-rated by our Clients.
- **iMX** is the contractual commitment of CODIX to customize every system installed for any needs of Client on a fixed-price basis.
- **iMX** features an unprecedented level of openness and flexibility in the management of cases of various types: **Collection, Legal Departments, Claims, Litigation, etc.** of all sorts of companies in any field of business and especially to Service Enterprises: **Collection Agencies and Companies that manage Clients Accounts.**



# An original and innovative concept

Until now, various business that desired full or partial renewal of their IT system required from the Management and the IT Department to choose between specific developments and standard software solutions.

The advantages and drawbacks of both formulas are well known:

- Adaptation of specific developments to the needs but frequent cost and delivery dates overruns,
- Lower cost of standard software but users forced to work with a tool difficult to customize,
- Changes dictated by the environment (ex.: merger, new organization or laws, etc.) are difficult, costly and time consuming,
- High technical complexity for integrating tools coming from several software editors (ex.: add in of Electronic Document Management or CTI on specific software or standard solution, etc.)
- Etc.

**CODIX has developed an event-driven enterprise management tool able not only to integrate in a unique technical frame all the data of your Company but also all the rules of management, calculation, workflow, allocation of cases to users, business activities, etc.**

In addition to this extraordinarily open and powerful solution, based on the latest technologies, CODIX has developed a unique and fully integrated additional set of tools to answer all the needs of users:

- Management of images,
- Management of fax,
- Management of e-mails,
- Management of telephony,
- Management of SMS,
- Management of text editor.

iMX is a totally unique software solution for professionals in the field of **Collection and Legal Departments** with no equivalent in terms of return on investment.

CODIX Clients can confirm it.

# Famous references

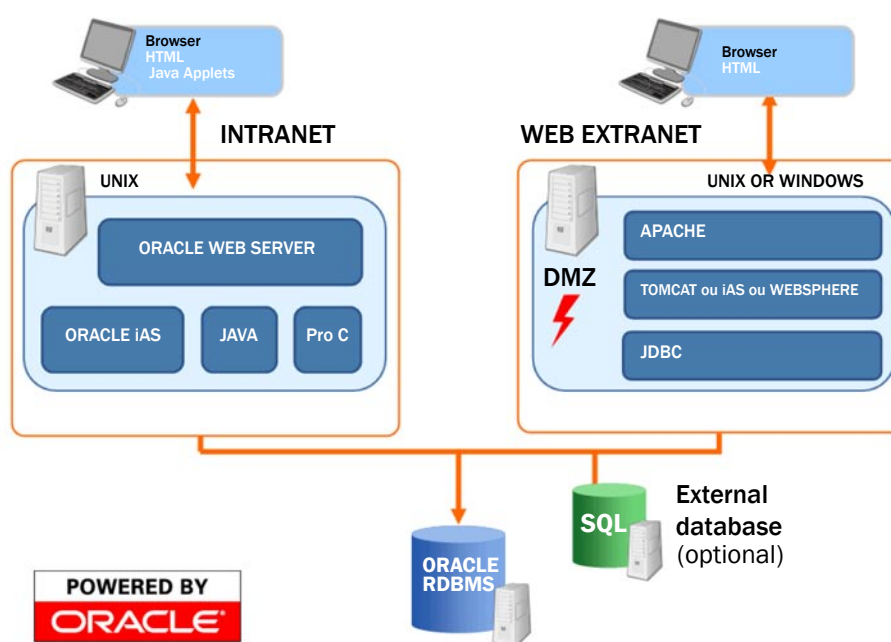
iMX has been chosen by the largest companies in various business sectors:



- ABSA Working Capital (Barclays group)
- ATRADIUS
- BKCP (CRÉDIT MUTUEL Group)
- CA Leasing (Crédit Agricole Group)
- CETELEM and COFINOGA (BNP PARIBAS Group)
- CGI (Société Générale Group)
- CRÉDIT SOCIAL DES FONCTIONNAIRES
- DEXIA CF
- EFFICO Iberia, EFFICO Portugal, SFRB, CONVERGENCE (EFFICO-CETELEM Group)
- EULER HERMÈS BELGIUM
- FIDUCRE (ING Group)
- France TELECOM, MOBISTAR, SONATEL
- GE Capital Mexico & Latin America
- EUROFACTOR
- KBC Commercial Finance Group
- KBC Consumer Finance
- MAROC FACTORING
- SCP BOCCHIO, SCP LEYDET
- SOCIÉTÉ TUNISIENNE DE BANQUE
- SOFINCO, FINAREF
- TUNISIANA
- TUNISIE FACTORING
- UNEDIC (Assurances Garantie des Salaires)
- Universum Inkasso Belgium and The Netherlands (Arcandor Group)
- UPS CAPITAL
- VW Group Services
- WWW.IDEALWINE.COM
- Etc.

**An active User's Club regularly welcomes CODIX Clients.**

# The most advanced technologies



Since their very first developments **iMX** designers have remained faithful to some fundamental principles:

- UNIX Server (AIX, HP-UX, SUN SOLARIS),
- Thin client workstation,
- Oracle Technologies (databases, application server)

An open-ended model providing stability and long-term reliability have been the main criteria for choosing our partners.

Today **iMX** uses the latest available technologies:

- the **iMX** workstation is a PC with a browser that launches a Java applet - within which the application is executed - or opens an HTML page,
- Java applets of **CODIX** are used for the display of images or mail, for notification of incoming telephone call etc.
- user interfaces have been developed with Oracle IAS (Internet Application Server) tools or with the J2EE technologies,
- the inference engine of the Expert System is in Pro\*C .

This technology offers undeniable advantages:

- ease of deployment,
- integration into all types of networks,
- immediate access to latest software release from all workstations (remote maintenance).



# Event-driven management of cases

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## What does “absolute event-driven management of cases” mean?

For CODIX, all data - whatever their nature – entered into the system from a keyboard input or from an interface with another system, must be, at all times, available for processing.

The system must be able to apply any management rule and, if need be, initiate an action (issuing a mail, sending a fax, relocation of a case in a diary for immediate or subsequent action, assigning a case to a manager, etc.).

Furthermore, the system must be able to handle any data in a case, as well as the level of third-party involvement in a case, the data in a document (invoice, contract, damage claim, details of a judgment, etc.) and all related financial elements.

**iMX is the effective answer to all these needs:**

## Dynamique database redefinition

**iMX – within the frame of the logical case structure unique for every processed job and for every Customer** - allows a dynamic redefinition of a large part of the Oracle database on each customer site: any specific customer data, regardless of business, can in this way and **without any limit** be brought into the system.

## Management of specific data for each iMX customer

Once specific data is stored in the database, **iMX** handles the concept of a “document”, i.e. a logical set of data entered into a case (e.g. the “contract” document, the “invoice” document, the “damage claim” document, etc.). If a customer cannot find a suitable model in the large library of existing documents in the system, it is always possible to create a new specific document. Likewise, it is possible to handle data specific to every type of third-party in the case (client, policy holder, debtor, insurance company, expert, lawyer, etc.)

# Variables

All data (standard or specific) can be defined as “variables”, which is:

- either data contained in the Oracle database (e.g. the post/zip code of a third party, the name of a Client, the balance of the debt, etc.),
- or objects defined from simple data (e.g. the average balance amount of cases of the same category, the number of cases per type of damage claim, etc.),
- or even the result of the execution of a group of rules by the expert system (e.g. the scoring “Client Quality”).

The variables can be used by the expert system rules and integrated into texts (printed letter, fax, e-mail, SMS etc.) issued by the system.

# Expert System

Includes two subsets:

- a system that stores all the system **rules** (management and legal procedures rules, calculation rules, assignment of document cases to users, etc.),
- a library of **texts** issued by the system (letter, fax, e-mail, SMS).

The Expert System development can be ensured by every Customer due to the top-level tools provided with a Base Module:

- **ES Designer**: full graphic management of the Expert System rules,
- **System Text Editor**: management of the library of all texts issued by the system.

**iMX allows the MANAGEMENT of ALL DATA and ALL MANAGEMENT RULES in ANY COMPANY**



# The set-up methodology

The set-up of such an open and powerful solution cannot be carried out in the same way as a conventional software package. A rigorous set-up methodology has proved to be necessary. It is based on our knowledge of your business and the technical skills of our consultancy and development teams.

It is carried out within the framework of CODIX "System Quality", which is **ISO 9001:2008 certified**.

## **Business Expertise:**

The detailed specifications of each tailor-made customer system are made according to a specifications project proposed by CODIX business experts.

## **Integration of an iMX system in any customer Information System:**

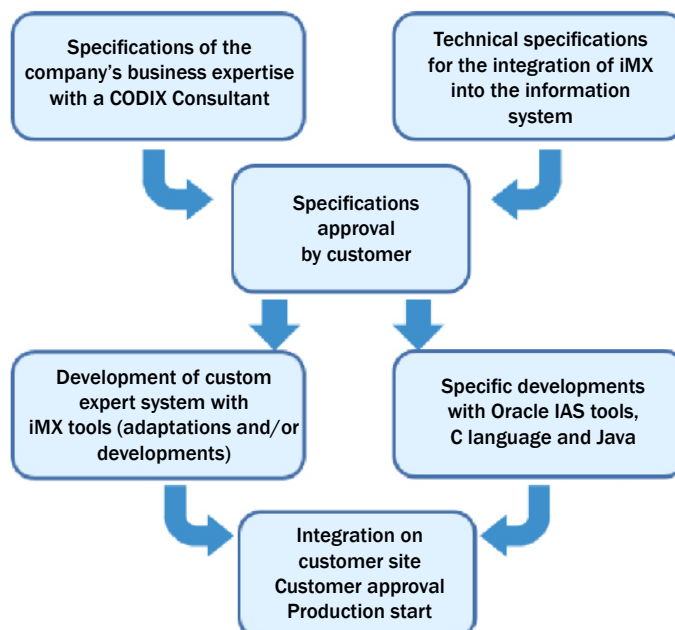
Depending on constraints and requirements, the standard interfaces, the "document" forms and the reports supplied as standard are used. Also at this stage, thanks to the open-ended structure of the solution, it remains simple to add any specific developments that may be necessary to meet the customer's needs.

## **Integration services on site:**

CODIX commits to all services of integration on site.

### **These services are fulfilled by CODIX BY CONTRACT**

#### **Based on the contract framework study or on Customer specifications**



# Yet more capabilities

To provide further services and in order to meet all general or specific requirements of its clients, CODIX is devoted to the development of additional tools, integrated natively into the application. Integration and set-up costs for these modules are therefore reduced to nil.

## 1 **iMX TEL**

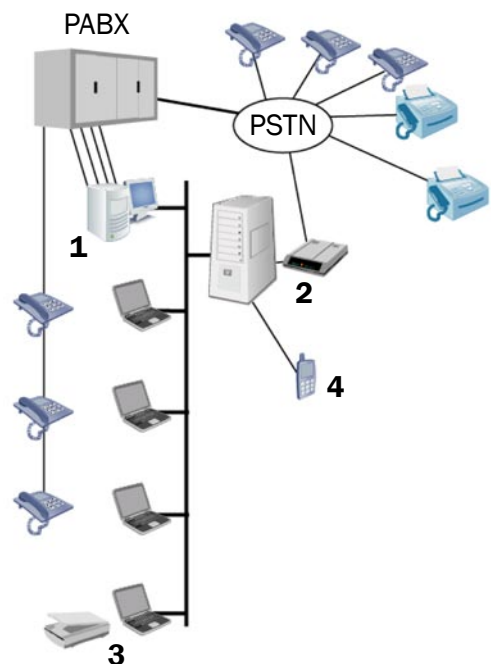
This module automatically handles the outgoing and incoming telephone calls and manages a vocal server.

The interface is carried out either through connection with PABX by Dialogic cards or through use of VOIP technology.

**iMX TEL** is at the top level of market systems with technical telephony functionalities.

The base module includes management of assistance scripts, user groups and numerous statistics and reporting – some of which are carried out in real time.

Additionally, the integration to the Production data base and the real-time management by the Expert System make **iMX TEL** the most competitive tool on the market.



## 2 **iMX FAX**

This module allows the Expert System and users to both print and fax documents to any addressee. The status of issued faxes is stored on case level and in a logbook. Cost and time savings (for printing, handling, sending) are obvious. If the system has the imagery option, this module is also able to receive faxes from your correspondents and store them. The user can then either print them or assign them directly to a case. When this happens, the case manager is notified.

### 3 **iMX** IMAGERY

This feature boosts efficiency and provides direct access – via case chronology – to images of scanned documents or received faxes. Images could also come in from information systems outside iMX. Images stored in an iMX case can be processed by the Expert System (ex.: printing of letter with attachment of contract copy, faxing a lawyer scanned image of client letter etc.)

### 4 **iMX** SMS

This module ensures SMS sending by simply connecting a mobile phone to the server or, in case of high volumes - through connecting to the special service of a cellular phone operator.

### 5 **iMX** AD

With the AD module (Analysis and Decision) CODIX delivers for each business an Info centre designed by CODIX and operated by Oracle Discoverer software. Thus every Client takes immediate advantage for its business of objects and reports. Later, the tool can be easily parameterized in order to meet specific Client's needs.

**The iMX main module is delivered with integrated E-mails management tool.**



# Services

## Continuous support by remote maintenance

iMX systems are equipped, for remote maintenance, either with a modem connected to the telephone network or with a router on an ISDN line.

These connections are made entirely secure. In this way we can safely, rapidly and automatically transmit any modification, specific development or new version of the software to all our clients.

With this tool, our remote maintenance team can reveal its high-level competence, availability and experience in your business.

The assistance by remote maintenance is one of the services provided as part of the **GLOBAL SERVICE CONTRACT**, which also includes telephone support and new release delivery.

## Training

The installation of new software always necessitates appropriate and efficient training.

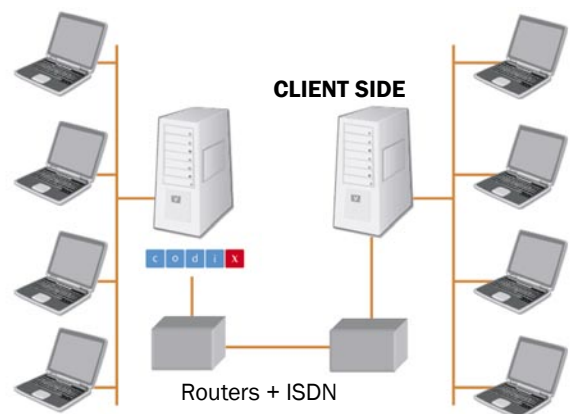
CODIX has therefore developed a set of training modules suitable for each function in the department service:

- Case User,
- System Administrator,
- System Operation ,
- Conceptual Data model.

For companies prepared to assume responsibility for the carrying out and the maintenance of their Expert System, the module “Expert System Practice” is provided.

The flexible structure of this training plan enables it to be adapted to the organization of any company.

The training can be completed by assistance during the production start.





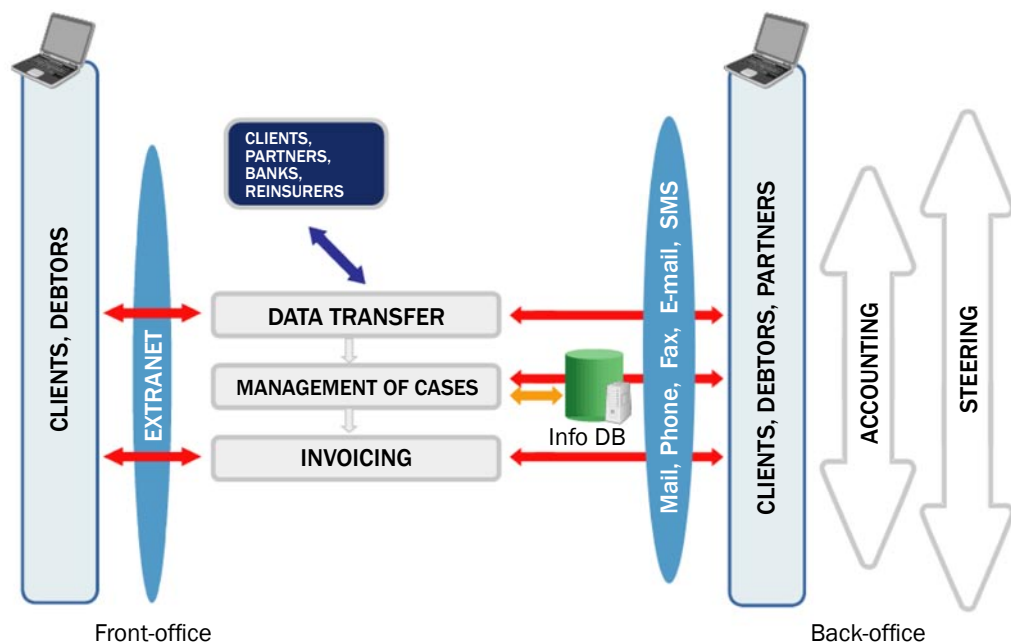
# Collection & Legal Main functionalities

Multilingual and multi currency events based software, **iMX Collection** offers a complete solution for the management of **Collection/ Legal department** services or of a **company for services** in the same field.

**iMX** handles the relationships with clients, debtors, partners (bailiffs, lawyers, collection agencies, etc.).

**iMX** makes available for the users the Accounting operations during all cases processings, with a detailed audit for every accounting movement and a tracing up to the event of management (in case) that has entailed this movement.

Finally, **iMX** offers the steering tools necessary to the Company.





# Collection & Legal Cases

- Manager's competences, orientation and processing by the Expert System rules according to the authorization and the profile.
- Unlimited number of involved parties (actors) with a single base of individuals.
- When introduced into the Expert System, the case is automatically processed without the participation of manager and according to events. At any moment, the manager could take control over case and process it "in manual" in order to deal with peculiar cases not described in the Expert System rules.
- Every case manager has a schedule, i.e. a list of cases on which he must intervene because no actions have been assumed by the expert system. Messages come either from the expert system or from a manual action of the case manager or another manager. Some actions have deadlines for handling. If not respected the deadlines, the system posts a message in the mailbox of case handler's supervisor. Thus, pending cases are accurately followed-up.

At any moment, the manager could view the «chrono» - a history list of all events that have occurred in case, sorted in inverse chronological order to facilitate the search on recent events, with the option to:

- access the contents of all the issued texts (letters, fax, mail) and immediate reprint of a letter,
- phone the involved party,
- view all received documents and possibility for printing ( option imagery ),
- view details of all accountancy and management elements present in the case.

A scroll menu, allows direct access to all business processes as well as to **iMX** functionalities:

- Texts: a set of texts allowing the printing or the personalization of any letter of the case through the Text Editor of Codix,
- Express: for fast sending of free-wording mail to any actor from the case or the database,
- Access to other cases of the same actor (debtor, bailiff, court, etc...),
- Data entry (or receipt by interfaces) of any fund transfer: incoming payments, with controlled allocation over debtor's cases and automatic matching on the instalments, transfer case to case,
- Modification of matching,
- Data entry of information (example: notes on a conversation by phone).

- Case form: display and update of all the data in case:
  - ▣ Involved parties,
  - ▣ Add involved parties (guarantors, lawyers, etc),
  - ▣ Data entry of additional documents in the case,
  - ▣ View the Expert System: current and past case stages,
  - ▣ View the case account,
  - ▣ Disarchiving of case
- System administrator can personalize the menus of each user and assign him authorizations.

User has a permanent online help and pop up function buttons.

## Data exchange (standard or specific interface)

- Automatic creation of data (cases, individuals) with incoming information from other information systems of the company or of clients that have assigned their cases for management, i.e. for migration.
- Information retrieval and sending of data to other systems.

## Extranet

- Clients could create cases, check them, enter direct payment or information, communicate with their respective case managers, etc.
- Debtors could check their accounts, leave messages and eventually make on line payments (remote payments).
- The company user could connect remotely to access the application and all of its functions.
- The partners can view their cases, enter a payment, litigation or information, communicate with the users, etc.

**So, iMX enables the handling of all data and functional/business rules for collection and legal department.**



# Collection & Legal Administration

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## The company and staff

Management of basic features of each Company and of system's users:

- Password,
- Allocation of printers to work stations,
- Task priorities by user
- Personalized menus,
- Application authorizations by user,
- Management of authorizations
- Management of absences and leaves and transfer of schedule to available user for a set period

## The system running

### Management of print works

iMX has an extremely powerful queued tasks manager which enables easily all operations with texts in print queue.

- Change of printer, type of paper, priority,
- View texts queued for printing,
- Retrieval of printed texts for re-printing.

The same tool also handles fax management.

### Listings & reports

Standard or specific statements or reports, in real time or scheduled



# Collection & Legal Accountancy and invoicing

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## Accountancy

iMX has a powerful parameterization tool which allows the generation of any accountancy transaction from any event occurring in case during its life: movements are recorded in the Production general accountancy of iMX and/or sent as a flow of book entries or Reports on Accountancy Events to other applications, which ensure the management of general and budget accountancy, cash, etc. The “Case” accountancy is handled in real time.

iMX is delivered with a full module for general accountancy processing, which among other features, allows a full accountancy audit (direct access to the event behind the entry and to the case concerned) and all kinds of print works (Ledger, books, balances).

## Invoicing

Besides its flexible management of Clients/Debtors accounts which can be customised, the invoicing module allows an easy definition and customization of invoicing principles, automation and control over calculations, management of commission payments to producers, co-factors, providers, etc.

This module offers full customization (invoicing items, periodicity, type of compensation, statements, etc.). It is even possible to prepare listings for specific invoicing.

It is an integral part of the accountancy module

# Collection & Legal

## Groups of management rules provided with the data base module

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### **Client account management**

### **Case scoring and segmentation**

### **Friendly: search for out-of-court settlement, follow up of out-of-court settlement**

### **Event of default**

- Sending of a formal notice and event of default

### **Search for out-of-court settlement, follow up of out-of-court settlement**

- Search for out-of-court settlement between the parties
- Follow-up of out-of-court settlement between the parties
- Search for out-of-court settlement through Bailiff
- Follow-up of out-of-court settlement through Bailiff
- Search for out-of-court settlement through Collection Company
- Follow-up of out-of-court settlement through Collection Company
- Last actions before transfer of title of deed

### **Transfer of title of deed**

- Injunction for payment
- Opposition to the Injunction for payment
- Summons
- Appeal
- Submission to the Judge with or without a Lawyer
- Appeal after a submission to the Judge
- Search for out-of-court settlement during the transfer of title of deed
- Follow-up of out-of-court settlement during the transfer of title of deed

## Execution

- Foreclosure Sale
- Competences seizure
- Payment seizure
- Seizure of real property
- Interim attachment
- Apprehension seizure
- Etc.
  
- Recovering
- Sale

## Services follow-up

- Entrusted missions (Inquiries, Expertise, Out-of-court, Transfer of title of deed, etc.)

## Guarantees and securities

- Inscription of temporary and final mortgages
- Pledges
- Pawns
- Property reserve clause
- Guarantees management

## Incidents

- PSA (Party without Address)
- Fraud
- Litigation
  
- Collection procedures: RJ/LJ
- Overindebtedness: Receivability “Neiertz”, Receivability “Borloo”, Final Plan

## Closing

- Balanced cases
- Irrecoverable cases

## Cases re-activation



# Contact

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The documentation of other optional modules  
of **iMX** such as **iMX TEL, EXTRANET, FAX, EMAILS, SMS**  
are available at the CODIX website

**[www.codix.eu](http://www.codix.eu)**