

The logo for tableec features the word "tableec" in a white, lowercase, sans-serif font. The letter "c" is stylized as a circular arrow pointing clockwise. A registered trademark symbol (®) is located to the upper right of the "c".

tableec®

BUSINESS INTELLIGENCE CONSULTING

“Not everything that counts can be counted, and not
everything that can be counted counts”

Albert Einstein

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COMPLIANCE

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CHECK UP

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MODELS

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Needs



Operations

Can we contact our clients-debtor more effectively? Am I up to date with Contact Center best technologies and custom?



Analysis

There's a lot of data, but Do I have the information to decide? Can i manage more higher data with my current resources?
I invest a lot in data, but is my staff using all of its value?



Models

I have a lot of information about my clients-debtors, but am i using it efficiently? Am i boosting my resources in a challenging way or
Can I obtain more?



Compliance

Is my Compliance both efficient and eco-friendly? Am I risking to unconsciously support reputation dangers and fines? Do my
outsources really handle the procedures as I would?

**OUTSIDE
PERSPECTIVE**

**KNOW HOW
TRANSFER**

PRACTICALITY

PERSONAL SOLUTIONS

FAIR RATES

IDEAS AND NEW SOLUTIONS

Check up

I want a check-up to increase my efficiency

In a company that is already performing, sometimes it takes time and huge technological investments to obtain further operational improvements. A series of simple new ideas and external solutions can provide extra help: our improvement actions are concrete and will adapt to any business context with an immediate and tangible return for the various operational areas.

- Analysis, measurement and comparison of processes and operating practices with the best industry standards
- Experience and detailed suggestions to be applied to individual organizational and technological company contexts
- Improvement actions, immediately applicable models and reporting
- Possibility to concentrate Check-Up on individual areas of interest

The Check-up is divided into:

- The presentation of the company involved and the definition of the scope of intervention
- In-depth analysis with the Managers of the Areas in question
- Collection and preventive analysis of documents and data which are already available
- Release of the interventions to be carried out (operational and strategic) and of the available support material (Models and Reports)

The Check-up can represent:

- A stand-alone solution: a way to get to know each other and to get to know your company better and to achieve improvements quickly and economically
- The starting point for developing wider interventions and projects on specific strategic areas identified and defined during the Check-Up

Operations

Dialer strategy: i want to get maximum from my dialer, from sms, from mail, from whatsapp

Each Dialer and every multi-channel platform has its own technical characteristics, its strengths and areas for improvement. However, the results offered exclusively by the machine and the relative manuals are not sufficient to maximize contact performance and productivity: with our direct experience of Dialer Management we will analyze the potential that is not expressed and we will direct it towards income.

- IVR analysis, queue management, inbound and outbound flow volume
- Call strategy (landline and mobile number) recall strategies
- Antispam App management
- Numeration Scrambling and inbound management
- Reliability check AMD (Answer Machine Detection)
- After Call Work Limit management
- Multi-channel platform analysis (Sms, Mail, WhatsApp) and customer contact strategy improvement
- Check of potential opportunistic and elusive behaviours on the platform conducted by workers
- Check of the reporting about phone calls (more efficient hours, turns, Capacity Plan)
- Check of the Compliance of the contact strategies (silent calls, Unirec limits)
- Integration plans CRM/Dialer
- Database cleaning procedure of phone numbers related to the results of the dialer

Analysis

Dashboard: i want to assess my processes to optimize them and bring my decisions forward.

When data is needed, the process to elaborate them can be long and complicated. We'll register our information heritage, we'll integrate it and we'll boost the group (Excel Power Pivot & Power Query, Power BI, Qlik, SQL). The company will have flexible and usable dashboard to decide quickly and deeply: because what is needed is information and not only data.

- KPIs (Workable Account, Penetration Rate, Spin Rate, Hit Rate, Abandon Rate, Account Managed and Collected...)
- Operating and Performing benchmark among work groups, products and competitors
- Marginality analysis (Ebit and Ebitda) based on main operating drivers to define the economic benefit of a product, even in previsional function (volume and pricing changes)

We mechanize recursive manual data processing operations from different file and/or dataset by deleting potential manual mistakes and reducing data production time.

Analysis

Capacity plan: i want to evaluate my team to push as much as, when and where is needed

It's essential for the company to find the optimal economic balance of the team for an efficient volume management. Moreover, it's by combining predictive and historic models that is possible to dynamically handle the operating supports depending on hourly and daily product workload.

- Analysis of KPIs and processing times of operators on CRM and on the phone platform
- Possibility of previsional Capacity plan with daily, weekly, monthly breaks related to the contact strategy
- Optimization of the management of inbound call flow management with sizing based on Erlang C algorithm
- Management of support activities among different teams
- Management of additional peak workload in Operations

Analysis

“Data culture”: i want to improve the analysis skills of my resources

In past years, having an in-house Business Analysis Team represented a competitive advantage for a company in the sector: today it is a prerequisite for remaining in the market. On the contrary, our future challenge is to train the people that produce and elaborate data at all levels: we are not suggesting another Excel course but an encouragement to “Data Culture” within the whole company.

- Skills mapping and Needs Analysis
- Sessions dedicated to Supervisors, Team Leaders, Traffic controllers and support offices
- In-depth analysis which is adapted to the team needs and skills
- Practice exercises based on the Company real operating data to maintain alive the interest and put into practice what was studied

We are available to conduct regular data and trend sharing meetings with your Teams to find the best strategies to achieve your goals

Models

Incentives: i want to analyse my workers and make them perform better

Get full knowledge of resources: because "if you can't measure them...you can't improve them". The Company will be able to take advantage of our models for the monitoring and growth of its main resource: people. All models insist on integrated and automated data so that the organization is autonomous and free to vary its metrics and strategies over the time.

- Scorecard to assess and compare the different operators (phone collection, phone call and wrap up, times management, procedures, promise reliability, complaints) to customize the training inputs in resources weakness areas
- Scorecard for the assessment of Collector Agents (portfolio capacity to be conferred within the time limit, performance on the phone collection divided according to the lines, service quality control)
- Multi-parameter incentive models to multiply the levers with which to monitor and motivate resources to achieve results. The models can support the preparation of career plans

Scoring portfolio: i want to know my clients-debtors to increase the recovery chances

Thanks to a small investment in organizing data, a consistent Portfolio Scoring Model can be created. Before processing begins, potential turnover and the best strategies in terms of methods and contact skills can be determined: the goal is to recover more and soon, maximizing efforts on client-debtors with high recovery possibility and high margins.

- Scoring model creation on a potential historical basis
- Model creation based on the analysis of data with socio-economic and financial variables and with information taken from infoproducer
- Score elaboration through the statistical software Open Source R-Studio
- Cluster identification and definition of the best contact strategies

Models

Check&Remediation Number Algorithm: i want to delete incorrect phone calls and be more efficient

The Algorithm performs in 12 steps the cleaning of lists of telephone numbers: for a good part of the numbers detected erroneous it also performs a remediation that makes them potentially contactable.

The Algorithm, soon to be available also on a WEB portal with the possibility of integration via API, has been registered with the SIAE Special Public Registry for Computer Programs (D000011964 DEL 02/11/2023).

The range of detected erroneous numbers varies between 3% and 10% depending on the Portfolios: remediation performed effectively on these numbers is between 26% and 73%.

- Cleanup of Predictive and Manual call lists for improved efficiency of the call process to reduce downtime and to retrieve otherwise uncontactable numbers
- Avoiding the costs associated with sending SMS and/or Whatsapp to numbers that are definitely not active
- Anticipate Skip Tracing and phone number enrichment steps
- Better evaluation of NPL data tape

Compliance

Standards & rules: i want a different perspective on my compliance

Increasing regulatory complexity and the interconnection with technological development require now significant investments in the composition of mixed teams with different professional backgrounds. Our comprehensive and multidisciplinary screening of operational practices aims to ensure reliable Compliance while trying to reduce impacts on operational efficiency as much as possible.

- Privacy Authority (Silent Calls and GDPR)
- Competition Authority and TLC Authority
- Privacy Authority (Silent Calls and GDPR)
- Unirec Forum - Consumers
- Bank of Italy and Anti-Money Laundering
- Preparation of Tool for the management of complaints

Roc numbering management: i use a lot of phone numbers, i need to efficiently monitor adherence to the Industry Norms

In the case of using dozens/hundreds of outbound and inbound numbering, it is likely that in some cases errors are made in the correct application of the regulations (enrollment of the phone number to the Roc and its inbound re-contacting).

- We massively verify the Roc enrollment of numbers.
- We perform call tests to ascertain the actual availability of the inbound number

Compliance

Outsourcers: i need to monitor my outsourcer

Using one or more partners can be dictated by your business model, by cost choices or by a series of contingent needs. In any case, our goal is to create a multi-faceted monitoring system that allows us to have the maximum degree of control over the outsourcer's activity to assess the quality of its work and its unexpressed potential: these people, when, appropriately encouraged and guided, can produce value for both parties.

- Outsourcing and re-internalization processes
- Verification of contractual conditions and compliance
- KPIs and sizing
- On-site audit: infrastructure, security, work organization

Customers: customers' requests are more and more complicated

Working with «Third Parties» it is possible to risk a business' reputation and the search for maximum efficiency leads those who outsource the recovery activity to impose ever more penetrating controls and procedures: balancing customer satisfaction and the risk of creating internally «many small companies» can conceal significant productivity losses and hidden costs. Our support activity takes the form of:

- Support for the onboarding of new services
- Adherence to contractual conditions and management methods
- Preparation of the required reports
- Assistance during Audits conducted by the Client

What defines us



We want to provide a truly “client-centric” service tailored to your needs: **no pre-packaged solutions.**

Fair prices, and only linked to activities that create value for the Customer with competitive one-off costs compared to “stable employment”.

We only carry out tasks for which we have the skills and experience necessary to achieve the Customer’s objectives without risk: **we only do what we do well.**

A profitable and concrete support activity: no mountain of meetings, slides, or charts, but a specialized consultancy closely integrated with the final operational intervention.
We do it together with you!

We have a deep knowledge of the problems and the importance of the “recovery world” and we are ready to give your Company even more impetus with **new ideas and solutions with an immediate and valuable return.**

An external point of view which, with targeted and contextualised interventions, can improve processes or detect and resolve critical issues.

We guarantee the corporate team a high **speed transfer of our know-how**, which is the essential condition to maintain the results achieved over time: good consultants pass, your resources grow!

START GETTING TO KNOW US NOW...

Michele Faleo



In **2008** Michele earned a **Bachelor's Degree in Applied Mathematics in Statistics and Economics in Perugia**. His thesis "Use of Belief Functions for Climate Change Evaluation" consolidates his strong interest in statistical analysis.

From **2010** to **2017** he was **Business Analysis Supervisor in the Maran Group** and dealt with Data Analysis and Reporting (KPIs, Custom Report, Incentive and Scoring models ...). He also took care of the Dialer platform from its birth and throughout its continuous development.

In **2013** he obtained the **Upper Intermediate Level Certificate for the English language through EF Education First**, improving his language skills previously gained during the **Erasmus Plan in Prague** (University of Economics).

In **2016** in Perugia he graduated in **Mathematics - Computational Computer Science**. His experience in Maran contributed to his final paper entitled "Statistical Analysis of Data on Credit Recovery". The resulting creditworthiness scoring model was immediately applied successfully to recovery strategies in Phone Collection.

In **2016** he attended at Sapienza University of Rome, in two **Advanced R and R Studio Courses**. The Open Source Software dedicated to statistical processing allows it to develop increasingly accurate, innovative and consistent analysis models.

In **2017** he attended a **SQL Server Course at PuntoNet** with which he improved and increased his skills regarding relational databases to cooperate even more profitably with the IT department in the creation of the corporate Datawarehouse.

In **2018** Michele worked as a **Business Analyst in Axactor Italy** where he extended and applied his analytical skills to the world of NPL debt collection in a dynamic and international corporate context.

Gianmarco Taboriti

In **2002** graduated in **Political Science - Political Economic Address - in Perugia**. His Degree Thesis in Administrative Law “The impact analysis of regulation” focused on the issues of cost-benefit analysis of regulatory interventions: the rigor of law meets and clashes with the rigor of numbers.

In **2003** he attended the **Post-graduate Master in Public and Institutional Communication** (University of Perugia, Public Administration School “Villa Umbra” and Italian Association of Public Communication). The themes of the P.A. and the new technologies brought him into contact for the first time with the world of Customer Satisfaction, and in particular, the Contact Centers.

From **2005** to **2008** Gianmarco was Operations Manager of the **Single Number 075 075 075**, one of the first integrated Contact Center experiences between the Municipality of Perugia, Asl 2, Gesenu, Sipa: he dealt with the implementation of the Dialer platform and the CRM, of the Internal Knowledge Base, with relations with institutions, with the management of the operators and, if necessary, managed some calls to do “Applied Customer Satisfaction” and give a hand to his Team.

In **2008** he obtained a **Master in Management of Small and Medium Enterprises** (Training Systems of Confindustria Umbria and Entrepreneurial Training Center): management control, organization of production processes, finance, and productive decentralization complete his legal, economic and “communicative” base.

From **2009** to **2017** his experience in the world of the **Call Centers led him to be Head of Business Analysis of the Maran Group** where he contributed to implementing the monitoring and measurement systems, the Dialer platform and CRM. In 2011 Gianmarco became **SA8000 Auditor** (C.I.S.E Course, SAAS accredited, Social Accountability Accreditation Services) and **Auditor / Head of Audit Systems Quality Management Systems** (ANGQ National Quality Assurance Association).

In **2018** he acquired further skills as a **Business Analyst in Axactor Italy**: a multinational company where NPL management under the 106 TUB regime completed his experience as applied to Credit Recovery.



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