



RECOVERY DATA MANAGEMENT SYSTEM (RDMS)

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Abstract

Debt Recovery Process is one of the most important processes in mobile telecommunication industry. An efficient debt recovery process enables an organization to reduce bad debts and increase revenue earned. Also it improves Revenue Assurance. In recovery operations generally there is limited time, staff and patience. Therefore primitive approach of all customers with the same treatment is no longer appropriate.

The said company has a recovery division where they currently following a process which is fully manual and they have problems with their existing recovery process. Recovery division is totally depends on the MIS division when it comes to important tasks like receiving recovery customer details, payment checks, identify other active lines etc. which result in getting delay the recovery details for recovery actions. Also recovery customer categorization after obtaining initial data from MIS also a time consuming task where they face a problem with limited number of staff.

The "Recovery Data Management System" was designed as a solution for their existing problems. Waterfall model was selected as the software process model together with UML as the object oriented analysis and design methodology according to the requirements of the project. The project was able to address all the above given issues and the system implemented is capable of getting details from MIS automatically, categorizing customers according to main recovery action process, providing daily customer lists for recovery agents, monitoring due dates of the actions and checking payments by the due dates. Also it provides recovery customer history for each customer if required, performance reports, collection reports etc.

A product demonstration was done and a feedback questionnaire was given to a set of users who were selected according to the user roles in the system. This



questionnaire prepared to evaluate features such as usability, maintainability, functionality etc.

This project was a successful one which had been seen as a collective effort between users, who know their practices and implicitly know what a new system should do, and developer, who know the technological possibilities for new systems.