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- All text is visible and NOT in the shaded areas
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IT STARTS WITH WHY

Inspiring Employees to Take Action

WHY

The Why

Delta Outsource Group's success plays a vital role in the health of our credit based economy.

HOW

The How

Delta Outsource Group values every opportunity through a disciplined and deliberate approach.

WHAT

The What

Delta Outsource Group turns difficult circumstances into positive experiences.

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www.deltaoutsourcegroup.com

DISCIPLINED LEADERSHIP

Meet Our Ownership Team

Jackie Mucha
CHIEF MARKETING OFFICER

- Innovative process development for operational and client support.
- Over 23 years of collection industry experience.
- Managed high priority client relationships.
- Uniquely qualified to understand symbiotic nature between financial services and collections.
- Extensive knowledge of technical requirements, and client onboarding processes.

Jim Peacock
CHIEF EXECUTIVE OFFICER

- Over 30 years of experience encompassing all facets of the A/R industry.
- Consultative approach in defining and implementing custom workflow strategies.
- Instrumental in development and execution of skip trace waterfall and collection triggers.
- High level strategy development, team building and interpersonal skills.
- Missouri Collectors Association Board of Directors.

Nick Jarman
PRESIDENT & COO

- ACA International:
 - Board of Directors
 - Person and Scheme Recipient
 - Credit & Collections Compliance Officer
 - Certified Insurance
- Contributor to Collector Industry Publications.
- Developed proprietary scorecard to measure overall operational performance.
- Missouri Collectors Association Past President.
- Debt Collection Expert for Credit.com and The Credit Solution Program.

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STAYING AHEAD OF THE CURVE

The P.I.E.C.E.S. to Our Success

Professional Approach

All employees are required to act professional and respectful at all times under all circumstances.

Employee Development

Our employees are the foundation for which our success hinges and therefore we must continually develop them.

Extraordinary Service

Our service we provide to our partners and consumers must exceed always exceed their expectations.

Innovative Technology

We strive to stay up to date and employ the latest technology advances that benefit our partners and consumers we interact with.

Create Opportunities

We look to create opportunities in each aspect of what we do while we focus on taking advantage and valuing each opportunity.

Strong Performance

All of our P.I.E.C.E.S. are important but in a performance driven industry, strong and consistent performance is at the top.

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AT DELTA OUTSOURCE GROUP, INC.

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C.A.R.I.N.G

We recognize that it's not the numbers that motivate our team members. It's the culture, purpose, and caring that drive the numbers. We understand that making caring a strategy creates a culture of caring in which we stand out and create success that lasts.

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EMPLOYEE DEVELOPMENT

"We are what we repeatedly do. Excellence then, is not an act, but a habit."

Leadership Development

Developing leaders who are capable of bridging functions and departments and turning strategy into action.

Provana IPACS

Provana uses its proprietary Integrated Performance, Audit & Compliance Solution (IPACS) framework to deliver a full compliance management system.

S.O.A.R.

Training manual titled "Standard Operation Account Resolution" or "S.O.A.R." which outlines collector expectations for performance and compliance.

Speech Analytics

Speech analytics enables us to maximize payments while staying compliant and up to date with new rules and regulations.

The Scorecard

A Collector Scorecard is completed on each collector every month in which the collector receives a scored percentage which rolls up into a team, client, and company scorecard.

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EXTRAORDINARY SERVICE

The Client Experience

We constantly strive to improve our relationships with our clients with the ultimate goal of creating long lasting partnerships. We focus on ensuring the needs of our clients are being exceeded today, but also work proactively on communication and process improvements to ensure Delta Outsource Group always provides the best in class Client Experience.

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COMPLIANCE MANAGEMENT

It's About What You Do and How You Do It.

PPMS Certified

PPMS is a management system for collection agencies based upon developing, implementing and adhering to a set of industry-specific professional practices and policies.

Compliance Matrix

Compliance Matrix which provides a high level overview of Delta Outsource Group, Inc.'s compliance management system.

Compliance Management System

Delta Outsource Group, Inc. is proud to partner with Provana and its IPACS solution that provides us with an Integrated Performance, Audit, and Compliance Solution.

Consumer Relations Help Desk

The Consumer Relations Help Desk is in place to resolve any consumer complaint to the best of our ability.

Speech Analytics

Speech analytics enables us to maximize payments while staying compliant and up to date with new rules and regulations.

CFPB Preparedness

Our CFPB Preparedness document outlines Delta Outsource Group, Inc.'s preparedness to the CFPB's Examination Procedures for Debt Collection.

In today's climate of public awareness, it is imperative that collectors at Delta Outsource Group, Inc. represent our clients in an ethical and diplomatic fashion. Consequently, the ownership and management of Delta Outsource Group, Inc. places special emphasis on public relations and on retaining only those associates which maintain the highest degree of professionalism. Our associates work to protect the privacy, the dignity, and the rights of consumers, and display and ability to adapt and grow within the ARM industry.

The continuous and ongoing education of our collectors ensures we comply with all applicable statutes, adhere to existing and new regulations, and meet all ethical standards for the debt collection industry.

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ACA PROFESSIONAL PRACTICES MANAGEMENT SYSTEM

Certified Debt Collection Agency

STANDARDS

Increased Efficiency

Improved Solutions

Our Advantages

Being certified as a PPMS agency, Delta Outsource Group, Inc. is dedicated to best practices in the industry, abides by the association's stringent code of ethics and is highly qualified to provide credit grantors with the expert collection services needed in today's competitive business world.

Policies & Procedures

Standardized format across all departments.

Code of Ethics

Standardized format across all departments.

Process Controls

Standardized format across all departments.

Best Practices

Continuous improvement for industry requirements.

Extensive Training

Identifies and provides training opportunities for all aspects of operations.

Management Oversight

Continual executive management review of the compliance management system.

Delta Outsource Group, Inc. is proud to be one of less than sixty-five collection agencies nationwide to be PPMS Certified.

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DATA SECURITY

Safeguarding the Rights, Privacy, and Dignity From Those We Collect

TechLock Certified
TECH LOCK® Certified is true data security compliance performed by qualified assessors with ARM Industry focus.

SSAE16
Delta Outsource Group, Inc.'s SSAE 16 attestation standard provides guidance on financial reporting on our organization's controls.

Data Security & Privacy Training
Ensures employees safeguard personal information as well as information stored under the aegis of the Delta Outsource Group, Inc.


PCI DSS Compliant
Delta Outsource Group, Inc. has completed their PCI DSS audit and achieved the highest data security certification in the credit and collection industry.

Tyco Integrated Security
Advanced business security solutions to help us protect our employees, customers, facilities, assets, inventory, processes and operations.

Red Flag Rules
The Identity Theft Prevention Program was developed pursuant to the Federal Trade Commission's Red Flag Rules promulgated as part of the Fair and Accurate Credit Transactions Act.

Delta Outsource Group, Inc. is a company built on the latest technology in the ARM industry. Our systems are sophisticated and state of the art and maintained by true IT professionals. Our collection platform along with our telephony and dialer platforms are all hosted and are extremely flexible, scalable and most importantly, stable.

With the advent of the Consumer Financial Protection Bureau (CFPB), everyone likes to talk about compliance with data security but many times, it is just that...talk. "Actions speak volumes". Let Delta Outsource Group, Inc. show you how we safeguard the rights, privacy and dignity from those we collect.



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CLIENT WEB ACCESS


Our Client Web Access Portal gives our partners the ability to share real-time reporting and account information via a secure web portal. All data is encrypted using secure socket layer (SSL) protocols and industry-standard web browsers such as Microsoft® Internet Explorer and Mozilla. Information is provided in real time, allowing us to provide better service and insight to our partners.

KEY BENEFITS

- Our partners can update their accounts directly – they can notify us of address changes, status changes, payments and adjustments.
- Anytime access via the web allows for more productive and efficient communication between us and our partners.


Reports Available Through WebAccess Include:

- Account Status Report
- Acknowledgement Report
- Batch Performance
- Placements and Collections
- Invoice Summary
- StairStep Reports



Custom Reporting Available Upon Request:

With nearly 300 data points available, Delta Outsource Group, Inc. can build custom reporting and dashboard metrics based on the information you want to see. If you can conceptualize it, chances are we can build it.



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OUR VALUES

A SHARED VISION OF Building a Culture



Positive Attitude: Win Award



YOUR CULTURE IS YOUR BRAND



P.A.W.S.



Corporate Culture



Best Places to Work



Community



WINNER BEST PLACES TO WORK + COLLECTIONS 2015



COMMUNITY



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INDUSTRY ADVANCEMENT

Driving Solutions



MIDWEST COMPLIANCE SYMPOSIUM

The best educational workshops and presentations in the credit and collection industry presented at no cost for our clients and prospects.



DEBT COLLECTION FORUM

A forum for debt collectors...by debt collectors. Created to provide quality content as a place to allow organizations to send multiple attendees and encourage active participation.



CONGRESSIONAL VISITS

Delta Outsource Group believes in active participation on all levels of government to create a dialogue and educate government about the debt collection industry.



ASSOCIATION INVOLVEMENT

Our President, CEO and COO have served on the ACA Board of Directors for the past years and our CEO and Director of Compliance serve on the Midwest Collection Association Board.



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← Small area used by MagCloud