



Making Customer  
Connections™

## Outsource Success Timely & Efficient Transition



Statement and Letter Conversion Extends Core Competency

**AmeriCredit Corp. realizes benefits of statement and letter outsourcing by leveraging industry knowledge, operational expertise and project management skills of NCP Solutions.**

### Profile

AmeriCredit Corp. is a leading independent auto finance company with more than \$12 billion in managed auto receivables. The company operates 85 branch offices and four collection centers throughout the U.S. and Canada. More than 4,000 employees carry out well-defined processes and procedures to acquire, maintain and service approximately 1 million accounts while working with over 12,000 automobile dealers across North America.

AmeriCredit provides financing solutions indirectly through automotive dealers and directly to consumers. While it is the dealer who selects AmeriCredit as its lender of choice and submits credit applications, it is the consumer who ultimately signs the auto finance contract and makes a monthly car payment to AmeriCredit.

### Challenge

Producing and distributing monthly statements and welcome letters for nearly 1 million customers is clearly an important element of AmeriCredit's business, but the company recognized it was not a core competency. AmeriCredit previously chose an outsource provider for these vital communications, but realized over time that the supplier was not able to meet the company's growing needs.

Quality relationships form the foundation of AmeriCredit's business, and the company strives for the same type of relationship in its supplier base. AmeriCredit sought a qualified and proactive resource for this critical document production at a competitive price. A key requirement for AmeriCredit in selecting a new provider was the ability to make the transition in a timely and efficient manner, without the need to redesign statements or welcome letters. AmeriCredit prepared a Request for Proposal (RFP) that was sent to a number of potential suppliers.

Case Study



*“NCP Solutions was able to not only keep our requirements in mind and adhere to them, but also to surpass our expectations in helping us develop a more cost-effective end product.”*

*-Alex Seleny  
Assistant Vice President of Marketing  
AmeriCredit*



## Solution

Following a thorough assessment of outsource providers, AmeriCredit selected NCP Solutions as its partner for the production of statements and welcome letters. According to Alex Seleny, Assistant Vice President of Marketing for AmeriCredit, *“There were a number of factors that drove our decision to transition the printing of our statements and welcome letters to NCP Solutions. One reason they made the short list, of course, was their competitive pricing and the overall quality of their response, which was very professional and demonstrated a good knowledge of the industry.”*

Once AmeriCredit met with NCP Solutions’ personnel and visited their facilities, Seleny reports, *“We were impressed with their vertical integration, and the enthusiasm with which they addressed client needs and worked to ensure a job done right and on time. We also liked the fact that their employees had an average tenure of 14 years — much higher than other providers we looked at — and that says a lot about the work environment and corporate culture.”*

## Results

Seleny states, *“NCP Solutions took charge and led the transition from the start. While we chose not to use our resources to redesign statements or letters at this time, NCP came to us with a number of suggestions for making the process more cost-effective without any sacrifice in quality or presentation, and we opted to take advantage of many of those suggestions.”* A case in point, AmeriCredit had been using a custom paper size for statements. By moving to a standard paper size, NCP Solutions was able to provide AmeriCredit significant cost savings.

Seleny adds, *“A major factor in the successful implementation was the dedicated project manager NCP Solutions assigned to our project. Her role was transitioning new clients, and she did a great job of putting together a project plan that took into account all of our considerations and moved us along at a good pace. The entire process was extremely organized, and we were able to launch on schedule.”*

Since transitioning its statements and welcome letters to NCP Solutions, according to Seleny, *“our relationship with NCP Solutions has met all of our needs. We hold regular quarterly meetings to review what happened during the previous quarter and what’s on the board for the following quarter. They always bring solutions to the table, and as a result, we continually explore opportunities to transition other applications to them.”* In fact, AmeriCredit is converting other letters and mailings that NCP Solutions will produce on an ongoing basis.