

Target Group and Telrock Systems announce partnership

London, July 4th 2018 – Target Group Limited (www.targetgroup.com), the business process outsourcing and operational transformation provider and Telrock Systems Limited (www.telrock.com), a leading global provider of modern SaaS based technology solutions in the collections and digital engagement markets, have partnered to deliver best in class collections solutions to Target Group’s servicing clients.

As part of its broader business process outsourcing and transformation services, Target Group provides cost-effective and compliant outsourced collections services to a number of UK banks, utility companies and other credit providers. With growing demand for solutions capable of delivering increasingly effective and compliant treatment strategies, coupled with the need to service increasingly mobile consumers, Target Group searched the market to find a modern collections platform capable of delivering optimum performance and supporting its future collections services growth.

“We were impressed with the Optimus solution from Telrock” commented Andrew Simpson, Business Development Director at Target Group. “It was clear that substantial design, collections domain and compliance expertise had gone into the development of the Optimus solution and its integrated digital channel and consumer self-serve portal capabilities are a differentiator.”

“Entering into this partnership with Target Group represents a very exciting stage in our growth” said Dale Williams, CEO at Telrock Systems. “Target Group’s deep experience in providing outsourced collections services coupled with Telrock’s leading edge Optimus collections platform represents a strong fit for both companies.”

About Target Group

Target Group is a leading provider of Business Process Outsourcing (BPO) and operational transformation for over 50 major financial institutions across the globe, including clients such as Goldman Sachs, Morgan Stanley, Credit Suisse, Barclays and Shawbrook Bank.

Our leading fintech platform manages assets in excess of £25 billion, enabling our clients to become more effective through leveraging our best in class business process outsourcing and operational transformation. We create value through partnering with our clients to transform their customer journey and operations. Target systems currently process over 19 million accounts and collect £3billion of direct debit payments each year on behalf of both private and public-sector clients.

In August 2016 we were acquired by global multi-national specialist in digital transformation Tech Mahindra. Joining with £4bn Tech Mahindra enables us to bring wider propositions and service our clients.

About Telrock Systems

Headquartered in London, England and Atlanta, USA, Telrock is a global technology provider of SaaS based solutions for enterprise-wide integrated collections and recovery and digital channel customer engagement throughout the credit lifecycle. Our clients include major banks, Utility companies, other credit providers and Business Process Outsource companies in Europe and North America. Solutions include **Optimus**, a new enterprise-class integrated collections and recovery platform with integrated compliance management and digital channel and consumer self-serve capabilities, **SmartCollect**, an intelligent self-serve collections portal with integrated digital channel messaging and **SmartService**, a lifecycle digital engagement platform for marketing, account servicing, fraud case management, consumer alerts, payment card related one-time passwords and other similar services. All solutions are

SaaS based, built on highly scalable modern, open-source technologies and are deployed in secure, PCI compliant data centres. For more information see www.telrock.com.

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