



SOLUTION EXPERTS

Consulting Data Sheet

QUAVO SOLUTION EXPERTS

Quavo Solution Experts is a team of financial services, fraud investigation, and IT veterans with decades of experience available to support you with their extensive expertise. Organizations consult Quavo Solution Experts for fraud and disputes management, as well as for technological design and development on Pegasystems platforms.

FRAUD & DISPUTES

OPERATIONS & TECHNOLOGY

1. Operations: We are a leader in the field when it comes to operations, because we built and continue to optimize our own operations center, Dispute Resolution Experts™.

- We review how clients currently manage their workloads and prioritization, to ultimately offer guidance on how to improve the process.
- We help clients build a business case for improving existing processes, even building business cases for them ourselves, using our custom ROI calculator.

2. Technology: We work with clients to determine if they want to build something from scratch or use a case management tool. Then we provide an in-depth analysis. This service includes:

- A full evaluation of current processing, as well as a comparison across third-party vendors, recommending the best solution suitable for the client's unique operating environment.
- Training by our experts in how to use the selected product, as well as how to manage the implementation process.

PEGA DESIGN & DEVELOPMENT

SOLUTIONS & SERVICES

1. Staff augmentation - Our Pega experts can help supplement teams in need additional expertise for special projects.

2. Non-banking - Quavo Pega experts have extensive experience building unique process management platforms. Past custom builds have supported new business onboarding, corporate filing, corporate licensing, regulatory inventory compliance, mobile survey platforms, event management, and much more.

3. Financial services - Our team has built tools for loan origination, BSA/ALM, alert management, document review, customer service, incident reporting, and more. What's more, our experts are quite literally the only professionals experienced in implementing Pega's Smart Disputes platform from start to finish.