



Consultants

Data Sheet

Quavo Consulting

Quavo's fraud and dispute consultants 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 our experts for fraud and dispute management, as well as for technological design and development on Pegasystems platforms.

FRAUD & DISPUTES CONSULTING

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

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.

SERVICES

Industry Best Practices

Quavo's experienced fraud and disputes experts deliver customized solutions and recommendations tailored for your organization's specific goals. We advise you on how to:

- Build and organize a team
- Develop and train your team
- Manage your team
- Define and develop your business process
- Create workflows
- Identify priority items

Fraud & Disputes

- Operational Assessment
- Fraud and Disputes: Technology Assessment

Review, Evaluate, & Recommend Technology

- Custom built workflows and platforms
- Case management tools
- Fraud and disputes tools
- Integrations and services

Building a Business Case

Our seasoned industry professionals work with your team, your vision, and your initiatives to build a customized business case that delivers on increased ROI and reduced risk.

Smart Disputes Experts

Our Fraud and Disputes experts leverage industry and Pega Smart Dispute experience to deliver rapid results for a fraction of the cost.

Operational Excellence Experts

Best Practices for Self-Service

- Risk vs. Reward
- Resource management
- Training
- Hiring
- Contact Center
- Reduction of resources increase in automation. The why and how.
- Account Holder Experience
- Process and workflows for success
- Multi-Channel Account Holder Experience
- Intake
- How to deploy
- Account Holder and User adoption

FOR MORE INFORMATION

Email our experts at experts@quavo.com or visit us online at [Quavo.com](https://www.quavo.com). We're happy to help!