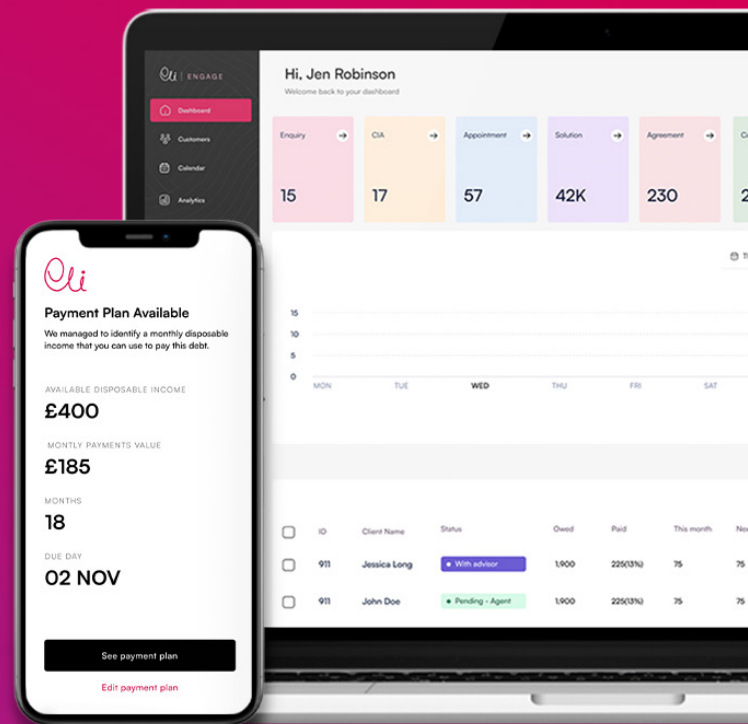


The Elifinty platform for energy companies

The Elifinty platform is the socially conscious customer engagement platform helping companies and customers work towards long-term financial resilience.

By bringing together you, customers, and debt advisors into one, end-to-end solution, it's here to help you identify problems early, build relationships rooted in trust, and achieve better and more sustainable outcomes.



The challenges facing energy companies

In 2023, energy debt reached its highest level ever at £2.6 billion. With more customers entering payment arrears, energy providers are facing new challenges. Revenue must be recovered, and collection teams must stay efficient amid growing pressure caused by the cost of living crisis and shifting customer needs.

To strike the right balance between protecting your customers and business, it's important to digitalise your debt support processes, accelerate the time-to-support for customers, and ensure tailored and holistic pathways.

How will the Elifinty platform solve these challenges?

With three connected digital hubs – Eli for consumers, EliEngage for creditors, and EliConnect for debt advisors – the Elifinty platform creates a direct line of communication between the key players in debt support.

This connected approach allows you to identify vulnerable people proactively, deliver tailored solutions that help customers improve their financial wellbeing, and mitigate risks to your business. It streamlines customer engagements and offers better visibility throughout the debt support journey, saving time and costs for customer-facing teams.

By digitalising debt support with the Elifinty platform, energy companies can lower resource costs, safeguard and increase revenue, produce better customer outcomes, and retain more accounts.

[Explore all hubs](#)

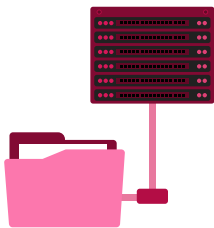
The benefits of the Elifinty platform



Build better customer relationships

By connecting the key players in debt support, the Elifinty platform increases transparency between customers and providers, enhances communication, and delivers more targeted support.

- Enhance customer debt profiles with real-time data updates
- Estimate the scope of debt recovery with robust analytics and reporting
- Tailor payment plans according to customers' changing circumstances
- Remind customers of payments with in-app alerts and notifications
- Identify defaulting early to help customers proactively
- Gain visibility over journeys through case and customer management



Streamline data collection

The Elifinty platform also makes it quicker and easier to collect the relevant customer data to guide engagements, inform pathways, and speed up the support process.

- Access and distribute standard financial summaries
- Allow customers to input their own financial data
- Empower customers with self-serve advice and solutions
- Automate payment plans based on individuals' financial data
- Upload documents quickly with an automated identification process



Personalised debt support

The Elifinty platform offers a more holistic and targeted debt support journey for customers, and a cost-effective solution for providers.

- Create realistic payment plans for customers automatically and in line with your policies
- Prioritise the most vulnerable people with accurate data insights
- Communicate with customers in their preferred way with multiple channels
- Connect customers to the most appropriate support pathways
- Speed up recoveries and collections with quicker access to support


















Secure customer data

The Elifinty platform provides a secure place to view customers' data, and offers everything you need to assure data protection and compliance.

- Ensure GDPR compliance on all communications and data sharing
- Automate case audit notes to keep track of all changes to customer profiles
- Personalise customer engagements according to preferences with the communications module
- Push notifications and alerts for marketing, new product updates and more

Technical product features

-  Case management
-  Customer management
-  Client profiles
-  Emergency function
-  Single debt overview
-  Creditor solution engine
-  Data & privacy GDPR compliance
-  Document upload
-  Checklist for organisations to manage priorities
-  Automated audit notes
-  Communications module
-  Reporting
-  Payment plans
-  Notifications and alerts
-  Simplified user experience

Create a better
financial tomorrow

Elifinty is grounded in social consciousness. By using our platform, you'll be part of a movement to destigmatise debt, create financial resilience for customers, and foster greater transparency and trust throughout the debt support journey.

[Book a demo](#)