

## CASE STUDY



# Enhancing business scalability and driving profitable growth with FinnOne™

### Client Profile

The Bank is one of the largest banks in Philippines and is among the market leaders in its core business lines and has one of the largest branch networks.

It offers a complete array of products and services, i.e. Retail Banking, Lending (Corporate, Commercial, Consumer, and SME), Treasury, Trust, Credit Cards, Corporate Cash Management and Remittances. Through its subsidiaries, the bank offers Leasing and Financing, Investment Banking, Private Banking, Bancassurance, Insurance Brokerage and Stock Brokerage services.

### Business Needs

The Bank needed to replace its obsolete and dying proprietary systems, incapable of efficient handling of new and innovative product range, to manage the increasing business volumes

### Nucleus Products Implemented

- Auto Loans, Home Loans, Personal Loans, Credit Cards catered through FinnOne™
- FinnOne™ interfaced with the Credit Card Legacy system

The first implementation where all the four products went live simultaneously.

### Value Delivered

Before FinnOne™ implementation, the Bank was

### Nucleus Solution

Keeping pace with the wave of automation sweeping Asia Pacific, the Bank partnered with Nucleus Software for acquiring an origination system for its retail loan products and cards.

With FinnOne™ from Nucleus, the bank benefited on many fronts with an efficient and holistic application processing:

- FinnOne™ enabled the Bank to grow their business vastly through improved and shortened processes and low operating costs.
- Earlier, where the Bank was processing only 1800 - 2000 applications per day for credit cards, it was now processing a total applications of around 3000 per day on all 4 FinnOne™ products.

The Bank used FinnOne™ credit card product to handle all types of Credit Card applications. FinnOne™ successfully processes Primary Applicants, Multiple Supplementary Applicants and Late Extensions i.e add on applications. With FinnOne™ the bank manages their entire application processing business using the Workflows feature.

Prior to implementation, activities performed by the Bank in addition to the application processing functions like, Data Entry, Quality Check, Incomplete Data Curing, Dedupe, Policy Checking, Field investigation, Underwriting, Document Capturing, and Disbursement were mapped in

engaged in conducting critical activities like dedupe check, policy checking and scoring manually. Which naturally took an incredible amount of time but with FinnOne™ the Bank successfully carried out all those activities automatically thereby phenomenally reducing the turn around time for application processing.

FinnOne™ enabled the Bank to maintain complex rules for deviations, scoring and policy check. To further simplify the process of adding or modifying the scoring/policy/deviation rules Nucleus Software provided Data Dictionary that helped the Bank's IT team with required information immediately.

FinnOne™'s feature of facilitating credit approver to make informed decisions greatly benefited the Bank as now the Underwriter had access to crucial applicant related information like policy results, scoring results, dedupe results, field investigation results.

With FinnOne™ an underwriter not satisfied with F1 results has an option to re-initiate the applicant's FI and re-assign the case to either an External FI agency or an Internal FI agency. To make the application processing further foolproof, Underwriter could forward a case to another Underwriter if he thinks the case needed to be reviewed by another senior Underwriter.

FinnOne™.

To check the risk profile of the customers, the Bank takes feeds from NFIS (a credit bureau) which in turn is processed by FinnOne™ to provide the users with matching results. Owing to its fully automated nature, FinnOne™ immensely helped the Bank in reducing their turn around time. With FinnOne™ the entire process, of sending the information to the credit bureau to receiving it from them and showing it in the system, was automated, something that was earlier carried out manually at the Bank.

FinnOne™ allows credit approver to make informed decisions by providing him with details at the underwriting stage, to ascertain the repayment capability of the customer, based on underwriter's analysis. The system efficiently captures every bit of information and the Bank was particularly pleased with Underwriter Screen functionality of FinnOne™ because at the press of a button the system promptly shows all deviations applied on any case.

#### **Diligent Check**

The Bank uses FinnOne™ Dedupe feature to evaluate and check the dedupe results thereby helping the Bank reduce a new applicant's credit risk.

**About FinnOne™:** The flagship product of Nucleus Software, FinnOne™, is the 'World's Number 1 Selling Lending Software Product'. It is a powerhouse of seamlessly integrated applications, designed to provide operational support, risk management and decision-making support to banks and financial services companies. The FinnOne™ suite provides solutions for the asset as well as liability sides of business in addition to account management, core financial accounting, risk management, document management, and customer services. FinnOne™ also supports multi-branch, multi-currency, multi-product, and bi-lingual implementations. FinnOne™ focuses on both, retail and corporate loans, thereby emerging as a comprehensive solution to back any line of the lending business. \*IBS 2006,2008

**About Nucleus Software Exports Limited:** Nucleus Software (NSE: NUCLEUS, BSE: 531209) is a leading software powerhouse providing innovative and pioneering software solutions for Banks and Financial organizations globally. Nucleus Software offers a host of competitive IT solutions and consultancy services designed to support the whole spectrum of business offerings spanning Retail and Corporate Banking, Cash Management, Credit Cards, Relationship Banking, Financial CRM, Credit Risk & Appraisal, EAI, Internet Banking, FX, Basel II, Data warehousing and Analytics. With customers across the globe, the company is consistently innovating with cutting edge and industry driven products in the domain. Nucleus Software is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit [www.nucleussoftware.com](http://www.nucleussoftware.com)

Write to us: [bdg@nucleussoftware.com](mailto:bdg@nucleussoftware.com) | Call us: +91120 4031400

