

CASE STUDY



FinnOne™ - Driving lending operations of Philippines' largest rural bank.

Minimized operational exigencies and improved efficiency.

Client Profile

Client is the largest out of 600+ rural banks in Philippines. Its core business is lending to medium and micro enterprises across the country.

Business Needs

- **Lower turn around time** - With the increase in customer expectations and competition, the bank's critical requirement was to not only meet the existing demands of the customers but also to meet them in time.
- **Reporting and control** - Efficiency in collecting, storing and analyzing business data to understand business drivers and impediments.
- **Process Integration** - It was critical for the Bank to consolidate its disparate systems and migrate to a centralized platform. The requirement was for a seamless, integrated and secured automated solution that could address the operational needs of the different departments of the Bank.

Problem Overview

Prior to FinnOne™ Suite implementation, the Bank was running on multiple systems and it relied on the manual process of origination, file movement from branches to head office, collection activities. Since,

Nucleus Solution

Bank had ambitious and aggressive plans to fuel its lending & deposit business and the existing systems were not compatible with the strategies being thought over to give shape to the plans.

Solution implementation started with the Business Process mapping where all the operational processes were broken down to the granular level and mapped with the functionalities of the FinnOne™ suite.

With 'Show stoppers' and 'Nice to have features' identified in the process, development began on the gaps. Implementation involved, streamlining the banking processes and introduction of the new activities in delivering the value to the internal & external customers. During this process master setup was done, business rules were configured and training sessions were provided to the users.

Entire implementation was carried out in phases, where critical processes were set up after the User Acceptance Test, without disturbing the business flow.

- Phase I started with the implementation of the Lending modules along with the General Ledger.
- In Phase II FinnOne™ Deposit module was implemented. Parallel with phase II a team started the migration of existing loan

these multiple systems were not tightly coupled, it resulted in an inefficient decision-making & lower operational effectiveness.

Key Challenges

- Business users availability - Major challenge encountered was the Business users availability, which was very crucial to the success of the Project. To ensure this Project team involved, each and every stakeholder in decision-making.
- Convincing and training of the business users - A critical challenge was convincing and training of the business users in the automated process. The absence of objective clarity and what to expect from the system was dealt with by understanding the Bank's requirements & operations, at ground zero level.

accounts, which was followed by the deposit accounts.

Products implemented

To increase customer contacts and the efficient processing of the applications for the Loans and Deposits, Bank opted for the following modules from Nucleus Software:

- FinnOne™ CAS | *Customer Acquisition System*
- FinnOne™ LMS | *Loans Management System*
- FinnOne™ Collections | *Delinquency Management*
- FinnOne™ Deposits
- Clearing Module
- Settlement module
- FinnOne™ GL | *General Ledger*

Value Delivered

FinnOne™ helped the Bank in minimizing its operational exigencies and improve its efficiency by complete automation of Lending and Deposit processes.

Approximately 100,000 loan accounts and 6000 deposit accounts were successfully migrated to the FinnOne™ platform

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

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