

Trend Report

Q4 2024

Next-Gen Debt Collection Systems

Growing Importance of Collections



In collaboration with



IBS intelligence
Global FinTech Perspectives

About IBS Intelligence

Established in 1991, UK-headquartered International Banking Systems (IBS) Intelligence (IBSi) is the world's only pure-play Financial Technology (traditional and new-age) research, advisory, and media firm, with global coverage, and a 360° portfolio of intelligence offerings.

For over 30 years, IBSi's expert teams have delivered independent, in-depth, actionable insights, with a laser focus on everything from Financial Technology to the global banking, consulting, technology, and institutional investor world.

As an Analyst firm, we take pride in covering 2,000+ FinTech vendors in-depth globally – the largest by any global research firm in this space. IBSi's iconic annual Sales League Table has been the industry-acknowledged barometer of global Financial Technology vendor performance for 20+ years, covering 100+ leading technology participants from 150+ countries across 20 system types. Every year our FinTech Lab in Dubai brings banks and global technology vendors together with a common goal of fostering collaboration and innovation within the GCC region.

IBSi's group company, Cedar, is a 35-year-old global management consulting firm with deep expertise in formulating & executing a business strategy for financial services clients worldwide, with a significant focus on leading their technology and digital transformation.

The IBSi Galaxy portal is a self-service portal for subscribers is updated daily and dynamically by IBSi's dedicated global research team, consisting of experts in the space.

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Case Study: Nucleus Software & SK Finance



Vendor

Financial Institution

SK Finance's Debt Collection Transformation Powered by Nucleus Software's FinnOne Neo® Collections.

Key Facts



Financial Institution: SK Finance Ltd.



Founded In: 1994



Headquarters: Jaipur, India



Operational Presence: India



Technology Partner: Nucleus Software Exports Ltd.



Headquarters: Noida, India



Solution Implemented: FinnOne® Neo Collections



Timeline: 8-10 Weeks

Introduction

FinnOne Neo® Collections & Recovery Management System developed by Nucleus Software provides Debt Management capabilities to Financial Institutions and supports businesses to manage delinquency in their portfolio. The FinnOne Neo® Collections System focuses on tracking and managing both delinquent and non-delinquent customers. The system helps Financial Institutions minimize delinquency through a series of proactive actions and tighter supervision. The system manages the entire collections lifecycle from soft calling of non-delinquent customers to tackling hard bucket collections, including follow up on legal cases till their final closure.

The Customer

SK Finance Ltd was founded in 1994 and is a systematically important – Non Deposit Accepting Non-Banking Financial Company (NBFC) registered by the Reserve Bank of India (RBI) with a vision to become the most preferred employee friendly finance company, and an aim to provide last-mile coverage all including unbanked customers, by providing timely financial support with empathy, trust and technology. An almost two-decade old NBFC has successfully remained relevant by adapting to the changing scenario by leveraging the latest tools and technologies to deliver innovative financial solutions. The relationship between SK Finance Ltd and Nucleus Software Exports Ltd goes back to the year 2017, when Nucleus Software was chosen to be the digital transformation partner of the company. SK Finance Ltd. witnessed a tremendous growth since then by breaking the barriers and climbing new heights every day. The net worth of the company increased manifold starting from Rs. 206 Cr in 2017-18 to Rs. 1834 Cr in 2022-23. The Gross AUM surged from Rs. 1282 Cr to 7378 Cr in 2022-23. The Net NPAs (non-performing assets) have significantly reduced to less than 2.5% which substantiates the strong collection ecosystem of the company.

Both Nucleus and SK Finance are customer centric and exemplifies a robust and unwavering commitment to their core values.

Implementation Process

Nucleus Software has been a trusted technology partner for a long-time enabling the digital transformation of SK Finance Ltd., strengthening and digitising its collections process and implementing the powerful collections suite called FinnOne Neo®. The aforementioned platform was deployed in a period of 8-10 weeks with the suite comprising of varied platforms, Finn One Neo® CAS (Loan Origination Software), mCAS (LOS Mobility app), LMS (Servicing) & Collections with mobility app - mCollect. The NBFC has effectively employed the solution across all its products and services. Nucleus Software has always provided assistance as and when requisitioned and also facilitated the data migration of more than 70,000 loans.

Challenges

Inefficient and Scalability Issues: With the increase in volumes and rapid credit growth, SK Finance Ltd. felt the need to have a holistic solution in place which can cater to all the requirements and serves as a one stop application facilitating integration and easy communication across all channels. The then technology eco-system did not support the requirements of SK Finance and therefore they resorted to Nucleus software for catering to their needs.

Manual Processes and Operations: Before deployment of Nucleus Software's suite, SK Finance was using manual approach for identification of delinquent cases, allocation of cases to collection executive, issuance of collection receipt to customers etc. which was time consuming and led to lower productivity as well. By using FinnOne Neo®, SK Finance is just a click away from executing all the tasks.

Limited Ability to Target Delinquent Customers: Manual processes always have a gap and a risk of inaccuracy. With the use of FinnOne Neo®, the Company is now able to identify pre-delinquent accounts accurately and in a timely manner thereby deploying effective recovery strategies.

Lack of Real-Time Information: Before adopting FinnOne Neo®, SK Finance Ltd. could only access limited information such as total collection amount and assets lying in the stock-yard at the end of day. Lack in update of real-time data was a huge obstacle in strategic decision making and hindered optimal asset management of the Company.

Impact of the Covid-19 Pandemic: As the COVID 19 pandemic unfolded, the situation grew increasingly dire. In the face of significant spike in delinquencies, lenders found themselves grappling with an overwhelming burden in the realms of loan recovery and collections. Also, during this period, 90%-95% collections were received in digital mode which further increased the need for modern and structured systems which could automate and smoothen the collections process enabling lenders to identify potential failures ahead of time.

SK Finance Ltd. thus chose Nucleus Software Exports Ltd. to come up with a robust and fully automated collections system for its lending operations.

Benefits Achieved

Accelerated Growth in Operations: Since the implementation of FinnOne Neo®, SK Finance Ltd. has experienced a remarkable growth in its operations. Notably, the receipts count captured through the collections suite and mCollect App has steadily increased year over year, with an impressive average annual growth rate of 15%. This demonstrates the system's effectiveness in boosting revenue collection.

Enhanced Collections Management: The utilization of FinnOne Neo® has streamlined the collections process. Previously, manual collections required 3-4 hours of end-of-

day processing, manual data repair, and case allocation. With the new system, these tasks are completed with a single click within minutes, resulting in improved efficiency and reduced manual workload. Additionally, the ability to target delinquent customers has become more effective and efficient.

Increased Follow-Up and Repossession Success: The collection suite has significantly improved follow-up procedures, generating 22% more cases than the previous year. Moreover, the number of cases where repossession was initiated has grown with 6% more cases being successfully settled under repossession. This indicates that FinnOne Neo® has contributed to a more proactive approach in managing overdue accounts and recovering assets.

Growing User Adoption: The mCollect App has witnessed a balanced increase in user adoption, with an average annual growth rate of 10%. This trend underscores the user-friendly nature of the system and its ability to engage more staff in the collections process, thereby increasing efficiency.

Cost Savings: FinnOne Neo®, in conjunction with Nucleus Software's solutions, has enabled SK Finance Ltd. to reduce its operational costs significantly. Streamlining manual processes, automating collections and improving efficiency have all contributed to cost savings for the Company.

Real-Time Insights: SK Finance Ltd. is transitioning to real-time collection operations with the help of advanced analytics provided by FinnOne Neo®. This capability allows the company to quickly identify non-performing accounts, react promptly to market changes, and adapt to evolving customer needs. Real-time insights are also available for executive collections, ensuring that the company has up-to-the-minute information on its collection efforts.

Data-Driven Decision-Making: The analytics operations provided by Nucleus Software's solutions empower SK Finance Ltd. to identify trends by means of predictive analysis. This data-driven approach enables the company to take informed decisions and proactively address potential issues.

Improved Asset Management: The system has made asset management more efficient, providing easy access to information about assets in the stockyard in real-time. Previously, this data was only available at the end of the day, but now it can be accessed instantly. This feature enhances asset tracking and management, contributing to better decision-making.

In brief, the implementation of FinnOne Neo® and Nucleus Software's solutions has brought about substantial improvements in the processes of SK Finance Ltd., including increased revenue, reduced operational costs, better collections management, and enhanced decision-making capabilities. These benefits have positioned the company for unparalleled growth and success in the financial industry.

Conclusion

With the help of FinnOne Neo® platform, **SK Finance House's** loan portfolio has grown more than five times in from 2017, since its inception. The number of loans has also shown more than 50% year on year growth. The Net NPA (non-performing assets) have been reduced to less than 2.5%



Nucleus Software

Nucleus Software powers the operations of more than 200 Financial Institutions in over 50 countries, supporting retail and corporate lending, automotive finance, Islamic finance, corporate banking, cash management, supply chain finance, liquidity management, automotive finance, and other business areas. With a global presence, Nucleus Software headquartered in India has offices and subsidiaries in multiple countries, including Australia, Africa, Singapore, USA, Canada, Japan, Netherlands, United Kingdom, UAE, Philippines, Indonesia. This extensive network allows them to provide localized support & services to clients worldwide.

Company Overview

Nucleus Software is one of the key providers of lending and transaction banking products to the global financial services industry. As a pioneer in retail and corporate banking software since 1986, they combine deep expertise with an unprecedented track record and a total commitment to building lasting partnerships with their customers. Nucleus Software has partnered with leading global banks and financial institutions across 50+ countries.

Nucleus Software caters to a diverse customer base across banks, non-banking financial institutions, SMEs, and financial technology companies. They have established strategic partnerships with global technology firms to deliver seamless integrated solutions and expand their market reach.

Key Recognized Solutions and Services

Nucleus Software's flagship products, FinnOne Neo® and FinnAxia®, are backed by more than three decades of BFSI domain expertise and an AI-powered platform to realize the digital transformation goals of financial institutions worldwide.

1. **FinnOne Neo®:** The next-generation digital lending platform designed to revolutionize the lending process. Built on an advanced technology platform, FinnOne Neo® empowers financial institutions to streamline their lending operations, enhance customer experiences, and drive business growth.
2. **FinnAxia®:** An integrated global transaction banking suite, trusted by banks worldwide to optimize their transaction banking processes. FinnAxia® enables financial institutions to manage payments, collections, financial supply chain management, trade finance, liquidity management, and other transaction banking activities on a single platform, improving operational efficiency and client relationships.
3. **PaySe®:** The world's first online and offline digital payment solution, created with the vision to democratize money. This innovative payment solution offers users a seamless and convenient way to conduct digital transactions, both online and offline, facilitating financial inclusion and empowering individuals and businesses.

Key Facts

Founded: 1986

HQ: Noida, India

Staff: 2000+

No. of Clients: 200+

Select Clients: ICICI Bank, HDFC Bank, FAB, DCB Bank, GM Financials, CitiBank, UOB, Mahindra Finance, Tata Capital, Bajaj Finance, Mannapuram Finance Ltd, Bank Muscat, Mahindra Rural Housing Finance, Mirae Asset, Bank of Sydney, Bank of Queensland, Vietcom Bank, CIMB, Aeon Credit India, SMFG India, Shinsei Bank

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4. **Digital Services:** A comprehensive suite of services designed to assist banks and financial institutions in their digital transformation journey and maintain optimal technology infrastructure. Through Nucleus Software Digital Services, we offer a holistic approach to digital transformation, enabling organizations to deliver seamless customer experiences, achieve operational and cost efficiencies, and gain actionable insights for strategic decision-making.
- a) **Data Analytics and Automation:** Solutions for data virtualization, advanced analytics, and robotic process automation (RPA), enabling cost-effective, real-time insights and rapid, automation-driven transformation.
 - b) **Cloud Services:** Accelerating digital transformation with secure, scalable, and cost-effective cloud solutions to maximize infrastructure utilization.
 - c) **Application Modernization:** Enabling seamless digital transformation through agile application modernization, DevOps, quality assurance, and mobility solutions.
 - d) **Infrastructure Services:** Comprehensive services including data center transformation, contact center and IVR solutions, Microsoft 365, and unified communication platforms.

Overview of Digital Lending Platform | FinnOne Neo®

With over 30 years of global lending experience, FinnOne Neo® offers unparalleled value by being the only solution that truly understands the intricacies of lending in the digital age. It seamlessly integrates all your lending processes end-to-end.

FinnOne Neo® revolutionizes digital lending for financial institutions, delivering superior product selection, enhanced efficiency, reduced costs, minimized manual interventions, increased margins – all adding up to maximized portfolio performance, driving growth and success.

This composable solution acts as a catalyst for strengthening the Retail, Corporate, Automotive, and Islamic finance sectors, delivering robust scalability and enhanced profitability. FinnOne Neo® is a future-ready digital lending suite designed to manage the entire loan lifecycle for financial institutions, prioritizing end customer experience. With a comprehensive range of modules from loan origination to servicing and debt collection, FinnOne Neo® empowers financial institutions to swiftly adapt to changing customer and market demands, achieving faster turnaround times.

The core modules of the FinnOne Neo® suite include:

- Customer Acquisition System
- Loan Management System
- Collections System
- Collateral Management System
- Enterprise Content Management System

FinnOne Neo®: Your One-Stop Solution for Digital Lending

- **Customer Centricity**
FinnOne Neo® empowers financial institutions to hyper-personalize services, enhancing customer experience, loyalty, and advocacy. With FinnOne Neo® financial institutions can effortlessly provide customers with seamless, self-service lending facility, anytime, anywhere.
- **Operational Efficiencies**
Boost operational efficiency with built-in templates, ready APIs, and straight-through processing. FinnOne Neo® helps financial institutions reduce the TAT and total operational costs significantly.
- **Mobility**
Leverage mobility and channel modules to offer seamless digital lending experiences. FinnOne Neo® supports both agent-facing and end-customer offerings, ensuring a smooth, integrated digital lending process.

Key Lines of Business Supported by FinnOne Neo®

1. **Corporate Lending:** Offers a comprehensive, scalable, and secure platform designed to address SME and corporate financing requirements. The solution facilitates seamless customer onboarding, intelligent credit analysis, 360° customer insights, automated collateral and document management, efficient collections, and regulatory compliance. With advanced APIs, it ensures end-to-end digitization, enhanced agility, robust risk tracking, and customer-focused solutions.
2. **Retail Lending:** Empowers financial institutions with end-to-end digital transformation for retail lending, offering seamless customer onboarding, intelligent decision-making, and scalable loan management. FinnOne Neo® enables cloud-ready deployment, omni-channel customer engagement, advanced collections strategies, collateral management, and enterprise content automation. It supports a wide range of retail lending products, including BNPL, personal loans, mortgages, and microfinance, ensuring enhanced agility, regulatory compliance, and exceptional customer satisfaction.
3. **Islamic Finance:** Offers seamless Sharia-compliant banking with end-to-end digitization, efficient onboarding, loan lifecycle management, and delinquency handling. Supporting diverse products and contracts, it ensures rapid, cost-effective, tailored offerings across digital channels and delivers enhanced customer experiences.
4. **Automotive Lending:** Provides lenders, dealers, and borrowers with seamless, personalized, and secure experiences. Offering comprehensive digitization, regulatory compliance, and API-driven integrations, it supports diverse products such as auto loans, EV financing, and leasing. Key features include intelligent risk-based pricing, configurable workflows, and real-time decisioning, ensuring agility and scalability in a dynamic market.

FinnOne Neo® Collections

The FinnOne Neo® Collection System is designed by Nucleus Software in a way that supports multiple corporate & retail lines of business including Islamic finance. FinnOne Neo® Collections is a next-generation platform that empowers Financial Institutions with multiple layers of extensive collections strategies, an automation-ready framework, and ready APIs for quick interfaces. FinnOne Neo® Collections supports end-to-end customer follow-up activities and communication, is highly configurable and customer centric, thus providing a 360-degree customer exposure view to collection teams. The suite helps digitize the complete loan lifecycle end-to-end supporting both cloud and on-premises deployments.

FinnOne Neo® Collections seamlessly integrates with loan management systems to access data and effortlessly connects with third-party systems such as core banking and payment management systems, enabling smooth and secure data exchange. This integration supports the management of both delinquent and pre-delinquent customer data, facilitating proactive activities like sending EMI alerts in advance to help reduce defaults. Data can be uploaded in a fixed format via file upload or entered in any format in the staging area. FinnOne Neo® Collections automatically processes and converts this data into its required format, ensuring flexibility, efficiency, and accuracy.

Key Takeaways for FinnOne Neo® Collections GA 8.0 Release

- **Smart Communication Limits for Better Customer Engagement**
Configure omnichannel communication restrictions to prevent overload while ensuring regulatory compliance and improved customer trust.
- **Intelligent Case Allocation for Effective Resolutions**
Allocate cases to RMs based on predefined criteria to enhance resolution speed and foster stronger customer relationships.
- **Revolutionizing Auction Processes with Multi-Round Bidding**
Enhance auction transparency and recovery outcomes with seamless multi-round bidding and instant re-auctioning capabilities.
- **Effortless Settlements Across Multiple Accounts**
Automate charge-wise settlement allocation to simplify processes, save time, and enhance financial accuracy for customers.
- **Ensuring Asset Integrity with Real-Time Comparisons**
Compare repossessed and delivered assets in real-time to document discrepancies and ensure accountability.
- **Centralized Settlement Management for Faster Results**
Leverage a unified settlement pool to assign cases strategically, improving workflow efficiency and recovery rates.
- **Enhanced Visibility into Repossession Workflows**
Track repossession progress with detailed views at every stage, improving decision-making and operational transparency.

Key Features of FinnOne Neo® Collections

1. **Dynamic Customer-Centric Approach:** Empower tele-callers and agents with a comprehensive 360° view of customer data, enabling informed interactions and efficient decision-making. Agents can seamlessly mark action codes for the next

- steps, capture customer preferences, and utilize customizable, multilingual calling scripts for personalized engagement. Additionally, the platform offers the flexibility to place cases on hold when necessary, ensuring a customer-focused experience.
2. **Workflow Configuration:** The Legal, Repossession, and Settlement modules come equipped with advanced workflow editor features, enabling the implementation team to add new stages or reorder existing ones within the workflow. This flexibility enhances operational efficiency and streamlines processes, ultimately delivering an improved user experience.
 3. **Rule-Based Engines for Precision and Automation:** Advanced rule-based engines empower banks and financial institutions with accurate classification and decision-making, ensuring greater precision and enabling seamless automation of critical processes.
 4. **Delinquency Management with Composable Architecture:** Unlocking the power of digital collections – smart, composable solutions with automation ready frameworks.
 5. **Pre-Delinquency:** Identify cases that fall under pre delinquency with automated debt management and tracking system.
 6. **Legal Collection:** Workflow based digital collection module to cater to various stages of a legal workflow. The Legal Collection module provides the facility to calculate TAT of each stage along with escalation basis calculated TAT. The system also allows the user to mark any account on hold during legal proceedings, enhancing control and transparency.
 7. **Communication Management:** A comprehensive omnichannel management solution designed to streamline and monitor customer interactions across various channels, including SMS, calls, and more.
 8. **Metadata & Reports:** The application uses the concept of metadata to generate multiple reports to check effectiveness of formulated & implemented strategies.
 9. **Auto Dialer Support:** Leverage the capability of integrating with third party Auto Dialer Systems to ease out calling operations.
 10. **Payment Gateway Interface:** Ready interface available with payment gateways to generate a payment link that can be shared with customers to receive required payments as per the end customer's comfort. The borrower can repay using multiple modes of payment.

Key Strengths of FinnOne Neo® Collections

- **Accelerated Go-to-Market**
Launch new products on demand across retail, corporate, automotive, and Islamic banking. Utilize out-of-the-box templates to create, modify, and rapidly deploy innovative products as business needs evolve.
- **Composable Architecture**
Unlock a world of opportunities with 85+ API stack, enabling seamless integration with any system. Adapt effortlessly to changing business needs with a flexible, agile architecture.
- **Enhanced Total Experience**
Accelerate growth by enhancing both customer and user experiences. Understand customer dimensions deeply and align business objectives with user needs to optimize digital products.

- **Robust Security**
The security architecture protects infrastructure, data, and application layers. Security features at application level include identity and access management, user role management, limits, and exception management.
- **24x7 Real-Time Processing**
Experience a fully real-time digital lending solution that processes and posts transactions instantly across its own and third-party channels of origination, including Email, SMS, WhatsApp, and more.
- **Compliance Ready**
Operate seamlessly across geographies with a global compliance and regulatory-ready solution, empowering financial institutions to conduct business anywhere, instantly.

Recent News & Developments

2024

Bank Muscat announced the successful go-live of FinnOne Neo® Collections, an advanced digital lending product from Nucleus Software that enabled the digital transformation of the bank's collections operations.

2024

Nucleus Software and Ambit Finvest won "Best Digital Lending Implementation" award at the 6th IBS Intelligence Global FinTech Innovation Awards.

2024

Nucleus Software celebrated 30 years of leadership in driving transformative change across Singapore and Southeast Asia's financial ecosystem through Synapse 2024

2024

Nucleus Software received the Fintech partner award for their flagship product FinnOne Neo®

2024

Nucleus Software was conferred upon as the Best Fintech of the year and another award, Best Fintech and NBFC Collaboration for work done with Tata Capital Ltd.

2023

Nucleus Software announced a groundbreaking shift by adopting Acceptance Test Driven Development (ATDD) moving in the direction of continuous integration and eventually continuous delivery (CICD).

2023

Mahindra Finance partnered with Nucleus Software to adopt its flagship product, FinnOne Neo®, to strengthen operational efficiency and support scalability. With its plug-and-play features, the product has the capability to integrate with partner ecosystems through various FinTechs. This partnership aims to enhance the employee experience for Mahindra Finance's back-office and operations teams, leveraging the capabilities of FinnOne Neo® LMS and FinnOne Neo® Collections.

2023

Mirae Asset Financial Services won the “Most Effective Paperless Digitization Implementation” award at the IBS Intelligence Global Fintech Innovation Awards 2022 for a Unique Customer On-boarding Mobile Application powered by Nucleus Software to Digitally Transform Their Secured Loans Journey.

2023

Multi-host BOD run options with different configurations - Number of rules can be defined for BOD process. BOD can now be run separately for different criteria's allowing businesses to schedule runs at different times for improved efficiency. Additionally, BOD file size can now split: large size BOD file can be split into multiple files after checking the size of the original BOD file.

2023

Personal Visit Records- In the FinnOne Neo® Collections system, a new menu/screen has been introduced on the Telecaller (OneView) screen, allowing all Personal Visit Record details to be displayed. A direct menu option is available for users to capture the 'contacted at' details for delinquent customers. These details will then appear in the summary section for the telecaller, providing concise information about the 'contacted at' details. This added visibility on visit records enables the business to assess and adjust its follow-up strategy more effectively.

2023

Restricted Payment Recording - FinnOne Neo® Collections provides the capability to restrict amount collection against individuals while conducting charge wise payment collection. This helps in Fraud prevention and cash leakage especially in rural areas. The number of receipt generations can also be restricted at individual level.

2023

API Integration for Account Details – This feature allows the retrieval of all related account details based on a search request, providing the collections team with full visibility into all the accounts associated with a customer.

2022

Opel Vauxhall Finance, the automotive finance captive organization of Opel and Vauxhall, supported by Stellantis and BNP Paribas, announced the go-live of Nucleus Software's flagship lending product, FinnOne, in Spain.

IBSi View

1. When it comes to the lending systems arena, Nucleus Software, based in India, stands as a seasoned industry leader. Its FinnOne Neo® suite transcends conventional boundaries, encompassing a wide array of retail and corporate lending categories. From specialized areas like Auto finance, Home finance, Credit cards, and Personal loans to diverse Line of Business, FinnOne Neo® is a versatile powerhouse. Moreover, it offers a rich assortment of mobility modules and applications that can seamlessly complement the core lending platform or serve as a standalone solution.
2. Nucleus Software supports over 200 financial institutions across 50+ countries, showcasing its global footprint and deep penetration into retail, corporate, and Islamic finance markets. This wide reach highlights its robust scalability and ability to cater to diverse regulatory and operational environments.
3. Nucleus Software provides a platform with over 540+ API integrations, robust security measures, and global compliance readiness. This platform is designed to adapt to evolving market and regulatory demands, making it suitable for financial institutions operating across multiple geographies.
4. The flagship products, FinnOne Neo® and FinnAxia®, are designed to address key financial processes like digital lending and transaction banking. These products cater to retail, corporate, automotive, and Islamic finance sectors, offering advanced automation and operational efficiency, making them highly versatile.
5. FinnOne Neo®, built on an advanced technological foundation, empowers both corporate and retail lenders with exceptional business agility. It enables lenders to drive innovation, digitize every aspect of their workflows, and provides the flexibility to be deployed either on-cloud or on-premises. By significantly reducing risks across the entire loan lifecycle, FinnOne Neo® ensures robust operations. With advanced APIs, a composable architecture, and real-time processing, it facilitates the rapid deployment of new financial products and delivers customer-centric digital lending experiences.
6. FinnOne Neo® Collections integrates advanced rule-based engines, delinquency management, legal workflows, and pre-delinquency alerts. These features, coupled with real-time customer engagement tools like auto-dialer integration and payment gateway interfaces, make it a comprehensive solution for improving recovery rates.