



DeVision «Credit Factory»

Best front-office solution for the automation of retail lending processes*



The current situation on the market of dynamically developing retail lending shows, that failing to unify the business processes and to organize credit conveyor any evolution is impossible. This need is conditioned by a large number of single-type transactions, the need to significantly reduce the time for decision-making, tough competition requiring fast modifications and launch of new loan products.

The change of needs of the retail business entails not only reorganization of existing business processes in retail lending, but also the construction of technological solution for the automation of pipelined, conveyer processing in the sale of loan products, loan repayments and debt monitoring within the retail lending process.



MARKET

SOLUTION

DeVision "Credit Factory" represents a set of front-office solutions for complex automation of all business processes in retail lending: starting from the development and launching of new loan products to the indebtedness monitoring and debts collection of overdue loans.

By automation of pipelined conveyer business-

processes, DeVision "Credit Factory" represents a technological basis for successful development of retail lending business. A key determining factor in such IT solutions package is the high flexibility and speed of the conveyer, which is achieved due to such factors as:

1

HIGH PERFORMANCE AND HIGH CAPACITY OF THE CONVEYOR

The conveyer enables the possibility of a quick servicing of a large flow of customers. The high speed of the conveyer enables to perform a lot of tasks in a limited period of time, while maintaining the high quality standard of the services provided!

2

MINIMUM VERBAL COMMUNICATION AND ROUTINE "MANUAL" CONTROL

Business-processes that are easily adjustable within the system automatize the function related to the organization of work and management and "lead" all its members through the business processes

3

SPECIALIZATION OF WORKS REDUCES THE COMPLEXITY OF OPERATIONS AND THE COST OF STAFF

Narrow specialization of works reduces the qualification requirements raised before the employees of the Bank, enabling a high turnover of low-skilled and non-expensive employees, while minimizing the time and cost efforts for the training of new specialists

4

MINIMUM NUMBER OF HIGHLY EFFECTIVE MANAGEMENT STAFF

Management staff deals exclusively with the analysis of the results achieved and with the research of new opportunities for continuous business development, and is not concerned with permanent organization and control of current operations

* Professional award in the field of banking technologies, equipment and services – 2013

ACCORDING TO "БАНКИРЪ" MAGAZINE

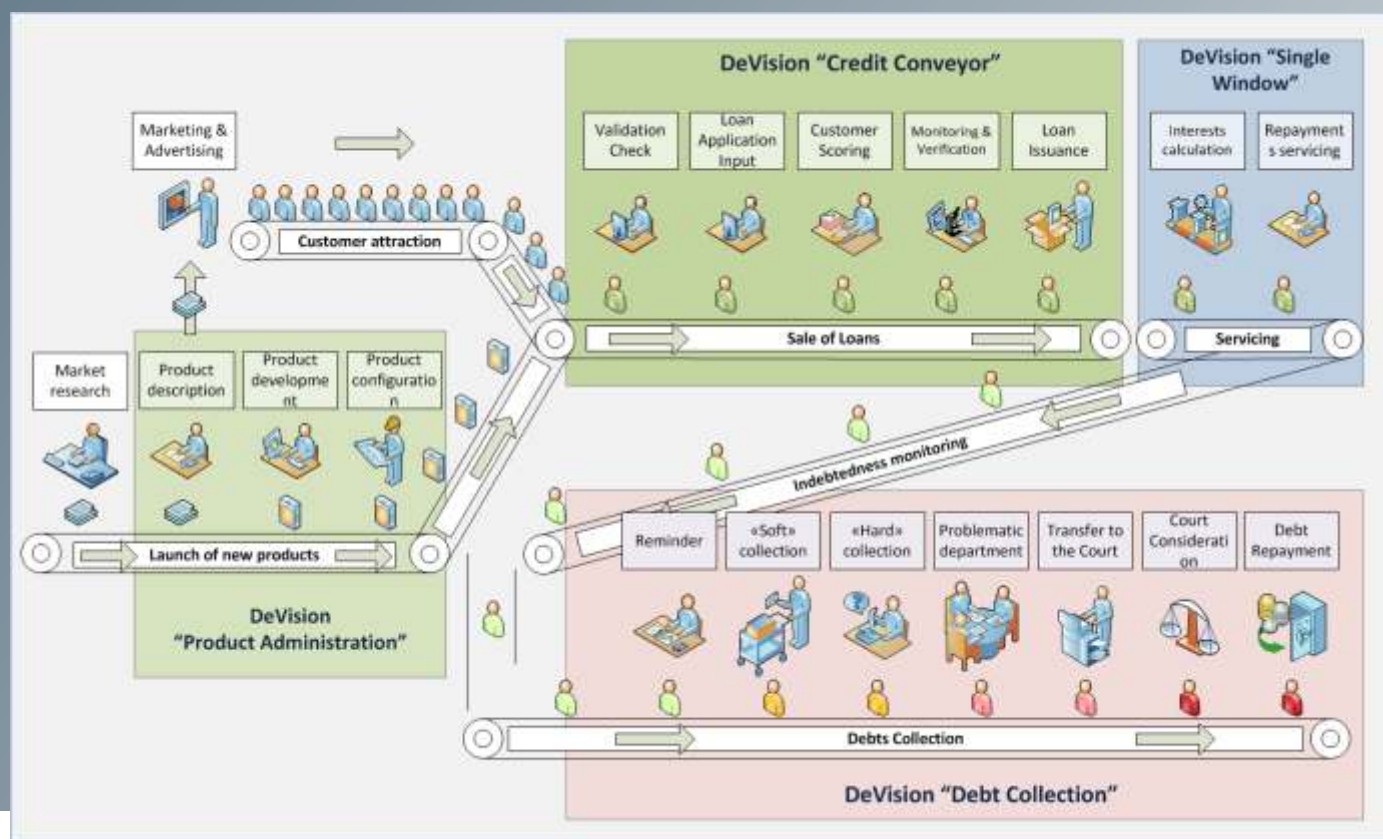
» LAUNCH OF NEW LOAN PRODUCTS

DeVision "Product Administration" is a specialized module designed to describe, configure and administrate new products within the system. The "Product Administration" module allows the Bank business-technologists to quickly modify by themselves [without involving the implementation specialists] the existing business products and to set up new ones:

- setting the parameters of loan product – the fields of the loan application, fees, loan terms and conditions
- setting the business-process for the flow of the loan application, configuration of user interfaces for all participants of the business-process, configuration of the scoring evaluation and of the output printing forms

The pre-configured in the system standard business-processes for the most common types of loan business-products ("Cash Loan", "Credit Card", "Car Loan", "Household Appliances", "SMS-credit", "Payment by installments", "Mortgage", "Microcredit"), as well as the possibility of rapid configuration of new products allows a quick launch of new products on the market.

FROM IDEA TO NEW
PRODUCT LAUNCH
1 - 2 WEEKS



DeVision-FS «Debt Collection» automates all the processes and phases of debt monitoring and collection for loans provided:

- "Reminder" (preventive SMS, e-mail messaging), "Soft Collection" (phone calls, SMS, e-mail messaging with warning of indebtedness occurred), "Hard Collection" (SMS, e-mail messaging with the claim to pay the debt, post notice, phone calls and personal meetings with debtor, work with guarantors), transfer to "Problematic Department", transfer to "Legal Collection" (calculations for the court, report on executed activities, formation of the archive of electronic documents)
- setting business rules and conditions for carrying out the business

strategy on debts monitoring, upon occurrence of any events in the system

- setting planned actions and activities that are carried out in accordance with the strategy set forth (phone call, meeting, letter, SMS, e-mail)
- setting automatic messages to the customer sent via SMS or e-mail messages, in accordance with the strategy set forth to collect the debts
- establish task flows for each employee, indicating the priorities and deadlines, put down the results of activities carried out
- consolidation of all the information and documentation, accumulated within the debt collection process in "Electronic Dossier of Debtor"

» SALE OF LOAN PRODUCTS

DeVision "Credit Conveyor" is a front-office solution that entirely automates all steps and phases of loan origination process in retail lending: starting with customer consultancy to funds disbursal:

- validation check: verification of the customer on "stop list", evaluation of the reliability and completeness of personal data, detection of suspicious moments, detection of input errors, checking for compliance with the requirements of the Bank to the borrower and loan parameters
- registration of the application in the system in the form of "electronic customer dossier" with the possibility to attach any documents and files: a copy of the identity card, statements, contracts, photo, samples of signature, etc.)
- automatic calculation of scoring points of the borrower and calculation of the "default" probability (no refund)
- various databases verification: «black lists», automatic inquiry in Credit Bureau
- documents monitoring and verification by Loan Administration Department
- automatic contract creation, documents printing and issuance of the loan with automatic calculation and deduction of all fees

High efficiency and controllability of the loan products sale is achieved by controlling the duration of each stage and by setting of time KPI for all process participants.

FROM APPLICATION RECEIPT
TO LOAN GRANTING
15 - 20 MINUTES

» SERVICING CREDIT PRODUCTS

DeVision "Single Window" is the front-office solution that automates customer service process for all its products in any branch of the Bank in a "single window" mode where the customer can:

- repay the loan, pay the interest on the loan
- supplement the deposit, withdraw the interest income of the deposit
- carry out operations on current accounts and plastic cards accounts
- receive / send money transfer
- pay utility bills and other payments
- exchange foreign currency

CUSTOMER SERVICE AT ANY
BRANCH ON ANY PRODUCT IN
1 - 2 MINUTES

The "single window" technology helps to improve the quality and increase the speed of customer service by reducing the complexity of operations: access to all products and operations executed by the customer in one application, intuitive and simple program interface with step by step operations and drop-down lists.

» OVERDUE DEBTS MONITORING AND COLLECTION

Automation of all stages of debt collection process (from monitoring to repayment) as well as the timeliness and effectiveness control of actions performed enables to significantly reduce the level of overdue indebtedness and improve the quality of the credit portfolio.

SHARE OF OVERDUE LOANS
LESS THAN 3%





BENEFITS

Implementation of front-office solutions DeVision "Credit Factory" provides the Bank with the following opportunities and benefits:

- » **FREEDOM AND CREATIVITY IN IMPLEMENTING BUSINESS IDEAS**
the system allows to quickly implement and configure the new product that meets any preferences and needs of the customer
- » **FLEXIBILITY IN BUSINESS-PROCESSES CONFIGURATION**
the system allows to model and configure business processes of any complexity, allowing to include any necessary actions into the process, as well as to involve the all necessary participants
- » **COMPLETENESS AND INTEGRITY OF RETAIL LENDING PROCESSES**
the set of solutions DeVision "Credit Factory" automates all the stages of the loan product life cycle: emergence of the idea and product configuration in the system, conveyer loan origination, receiving repayments, debt monitoring, all the phases of work with overdue debts until its repayment
- » **INTEGRATION AND INTERACTION OF THE CREDIT FACTORY COMPONENTS**
all solutions from DeVision "Credit Factory" are integrated together in a single continuous conveyor



ACHIEVEMENTS

Implementation of the solutions DeVision "Credit Factory" has allowed our customers to make a breakthrough in their business development. **In just 1 year [!!!]** they have achieved the following indicators:

- » the number of loans issued per month has increased **more than 10 times**
- » the effectiveness of loan officers **increased 5 times**
- » the average interest rate on new loan products **increased by one-third**
- » the share of overdue loans in the bank portfolio constituted **less than 3%**
- » the effective interest rate on loans [including commissions] **is 37% annually**
- » net margin of the bank constituted **more than 26%**



Always in progress!

