A leading MFI in Cambodia speeds Lending time-to-market with JMR's Innovative Solution

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JMR Infotech

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JMR Enhances Business Operation of a Leading Cambodian MFI

One of the largest MFI in Cambodia, speeds lending time-to-market with JMR Infotech's Innovative Solution

Executive Summary

JMR Infotech partners with one of the leading Cambodian MFIs to enhance its business operation, increase speed to market and improve its revenues.

JMR implemented its Lead-to-Loan automation of Loan Origination solution for the MFI, to ensure efficiency in lead management, workflow, scoring, document & collateral management, lending, collection and risk management processes.

JMR's Solution

The MFI selected JMR's Lead-to-Loan as its core platform to automate and streamline its lending operations. Lead-to-Loan helped the MFI automate origination, lead management, workflow, scoring, document & collateral management, lending, collection and risk management processes. Lead-to-Loan was integrated with other existing applications to ensure streamlined operations.

Key Highlights of the Project in the first 12 Months of Implementation

- Automation of the processes from the first stage of receiving the application till the final stage of loan approval for the Retail business line
- Capturing of supporting details for Collateral, Document Verification, Credit Scoring and Loan Approval
- Automation of lead management
- Workflow Management to define and automate the approval processes followed
- Unlimited processing of loan information with accurate and rapid output
- Customizable lending features to suit various dynamic business processes
- Supports multiple payment types, progressive drawdown, partial cancellation and rescheduling of loan, to cater to the needs of all the consumers
- Easy and efficient creation of customer loan account and tracking of disbursements, repayments which minimizes consumer complaints
- GL System to support Lending Processes
- Constantly track delinquent accounts to assess the level of risk involved in case of write-offs

Results

By working closely with JMR, the MFI has gained a robust, integrated platform that supports the institution to fulfill its ambitious growth plans. The implementation enabled the organization to move away from the archaic methodology of manual file keeping. Automation of multiple levels of business approvals aided quicker decision making and migration of historical data/loan accounts ensured all the data is in a single framework. With Lead-to-Loan, loan processing time has reduced commendably - from 30 working days to 3-4 working days.

Integration with the MFI's payment gateway application resulted in automated processing of customer repayments.

Integration with the Credit Bureau of Cambodia (CBC) facilitated third party credit rating of customers and analyses of CBC's report within the system itself without having to access multiple applications.

About the Client

The client is a leading microfinance institution (MFI) specialized in housing finance in Cambodia. The institution focuses on providing long-term Home Loans and Home Improvement Loans, and medium-term Home Equity Loans to underserved low and middle-income Cambodian households without access to formal commercial lending.