

Three Steps to Digital Lending

Step 2: Increase convenience

STEP 1:
DISBURSE LOANS FASTER

STEP 2:
INCREASE CONVENIENCE

STEP 3: MAKE
COLLECTIONS CUSTOMER CENTRIC

→ THE PROBLEM

Today's customers expect a lot. They expect interactive interfaces, real-time updates and personalized services. They expect access to the latest information, and they expect it at their finger tips. These expectations are being met in many industries – travel booking, online ordering etc, but what about financial services? With the continual evolution of technology and a rapidly changing regulatory landscape, it has become more and more challenging for banks to deliver the products and services their customers expect at a price point that is profitable. The FinTech companies are attempting to take advantage of these challenges. How can banks deliver the experiences that consumers are demanding, across the channels they want? How can banks deliver digitized and customer-centric services in lending, profitably?

THE SOLUTION

By transforming into digital organizations, not only can banks enhance their operational efficiency but they can also reduce customer churn by using the insights derived from analyzing customer footprints. Moreover, automated processes, integrated communications, real-time updates, and transparent procedures can be used to deliver the services customers expect.

FinnOne Neo Loan Management, an advanced, digital loan servicing platform can help drive efficiency in all loan service processes. The solution has been designed to help banks use loan servicing as a spring board to drive more business with existing customers.

An integrated customer service front end provides a single window for bank staff to address customer service needs much faster. Omni-channel support and self service capabilities make access to information, service requests and payments processing very convenient and faster. The system supports 24x7 operations, allowing transactions to be recorded normally even during end of day processing. The repayment scheduling engine improves flexibility, supporting different frequencies and methods of interest accrual, pre-payments handling and interest rate changes. The in-built transaction policy engine brings flexibility in configuration and adoption of new business policies in the system.

ABOUT NUCLEUS SOFTWARE

Nucleus Software is the leading provider of mission critical lending and transaction banking products to the global financial services industry. With three decades of expertise and experience, today, it powers the operations of more than 150 companies in 50 countries, supporting retail banking, corporate banking, cash management, internet banking, automotive finance and other business areas

AWARDS**Celent Model Bank Award****2016**

Celent Model Bank Vendor Award

2014

ICICI Bank, India

2013

Vietnam Prosperity Bank, Vietnam

2010

HDFC Bank, India

2009

ICICI Bank, India

IDC Insights Award**2015**

DCB Bank, India

Asian Banker Technology Implementation Award**2014**






ICICI Bank, India

RBI Trailblazer Award**2013**

CIMB, Malaysia

FINNONE NEO

FinnOne Neo is the next-generation lending solution built on an advanced technology platform, designed to shape the future of lending across Retail, Corporate and Islamic sectors for banks and financial service companies. The multi-channel solution which helps digitize the complete loan lifecycle end to end, supports both cloud and on-premise deployments. The solution handles complete loan lifecycle covering:

-  Customer Acquisition
-  Loan Management
-  Collections
-  Lending Analytics
-  Lending Mobility

After analyzing the customer profiles and repayment data, predictive analytics is able to identify the opportunity for a tailored product and the most appropriate target customer segment based on their requirements. By mining the transaction data, lending analytics can help with early identification of accounts which are likely to turn delinquent. The solution also recommends the most appropriate actions and communication channels to be used. Not only does this help improve collection rates, but it also reduces Non Performing Loans.

THE TECHNOLOGY

The right technology can help digitize lending. FinnOne Neo is an advanced technology platform designed to manage the complete loan life cycle. FinnOne is 10 time winner world's best selling lending solution. FinnOne Neo enables:

- Streamlines processes, and automates loan servicing
- Improves communication with customers and other stakeholders
- Provides self service capabilities with native mobile integration
- Resolves queries faster through an integrated customer service front end
- Reduces customer churn by generating actionable insights through advanced analytics
- Enhances productivity and reduces the cost of operations
- Facilitates early identification of pre-delinquent loans
- Reduces maintenance while setting up templates via the flexible accounting engine
- Improves cross sell and up-sell opportunities using predictive data modeling
- Provides flexibility and agility in incorporating policy and regulatory changes

- Digitizes lending with workflow based paperless procedures in servicing

MINI CASE-STUDY

The customer is a leading private bank in India with total assets of US\$ 103 billion and profit after tax US\$ 1,788 million for the year ended March 31, 2015. The Bank operates a network of 4,450 Branches and 13,916 ATMs across. It offers a wide range of banking products and financial services for corporate and retail customers through a variety of delivery channels and specialized subsidiaries in the areas of investment banking, life, non-life insurance, venture capital and asset management. Nucleus Software's FinnOne Loan Management solution handles USD\$ 21 billion active loan accounts, processing up to 35,000 disbursements and 2.5 million transactions every day. The Bank's loan business has grown substantially:

100%

INCREASE IN RETAIL ADVANCES IN THE LAST 3 YEARS (2012-15)

100%

INCREASE IN NET INTEREST INCOME IN THE LAST 3 YEARS (2012-15)

425%

INCREASE IN BANK'S OVERALL LOAN PORTFOLIO IN THE LAST 10 YEARS