

## **NBFC Case Study**

### **SUMMARY**

A mid size listed NBFC company wanted to take their business to an end to end digital journey in order to grow fast and efficiently in a competitive market.

### **THE CLIENT'S CHALLENGE**

The client provides easy and quick access to finance to micro enterprises in tier 2 and tier 3 cities of India. They were dependent on existing software partner for delivery, infra setup and rollout. Business objectives were to have the best use of mobile, cloud and networking technologies for Business application - loan origination, credit appraisal, disbursement, collection, regulatory filings and other related functions. A further need was to integrate business application with 3rd party data sources like Bank (for disbursement and Collection) , Credit bureau, Insurance (premium calculation and Certificate generation) , Digital channels - SMS & Whatsapp in a seamless manner to digitize the journey. They also wanted to implement a strong financial ERP to effective manage the financials. They needed an IT strategy and execution partner who will help them conceptualise, architect, design, develop, implement, operationalise and manage the ongoing operations.

### **ACTION PLAN**

Striatum was selected by the NBFC as the IT partner of choice. Striatum consultants have successfully implemented the above over a period of last 12 months and continue to manage the ongoing operations for the client. Striatum provided required strategic and technology leadership for the stated business objectives with tremendous value addition. Client could achieve following milestones during last 12 months with Striatum expertise

- Feature reach ILMS product development and delivery in line with SDLC methodology and release management
- Application hosting setup built up on Azure cloud with industry standard BCP framework
- Business application (serving web & Android mobile traffic) rolled out across 3 states and more than 100 users;
- Seamless Application Integration with 3rd party interfaces with APIs and H2H from production and DR sites
- ERP roll out for Finance team with production and test setup
- State of the art SD WAN technology has been deployed for branch networking over inexpensive broadband connections
- Standardization of IT infrastructure carried out to provide safe and uniform experience
- A strong IT governance and management framework is created for internal staff and external partners.



- Remote IT helpdesk was setup to support infra 24\*7 with one of the best SLA management
- Addition to the above, there are further new initiatives under planning to further enhance Digital transformation
  - Virtual Desktop technology is under exploration to further virtualization of hardware infra and to future ready for a WFH / WHO paradigm.
  - Cloud based Integrated backup and restoration solution to achieve IT endpoint data protection

## **RESULT**

Client was able to rollout business application at an extremely cost effective price over a period of 9 months and is fast moving on the journey to an end to end digital business.

Within a 1 month of application rollout in 11 branches achieved without any major disruption

Client was able to log on to 2X business growth within 3 months of rollout

Productivity was improved 3X with unit processing time reduced from 1 hour to 20 minutes

