HES

Fast-growing microfinance company sets up a new business unit

Success story from Philippines

A large microlending provider in the APAC region required reboosting of their legacy software for process optimization, faster time-to-decision, and winning a larger market share due to a top-notch technological solution for end-customers.

Founded in	Markets	Team size	Type
2009	Philippines	110	Microfinance lending

“The major reason to choose HES FinTech is their industry expertise with microlending automation in various markets. We enjoyed the demo, the estimates and the mutual work of our teams. The solution was deployed as expected.”

Company’s COO

Challenge

Lending platform as a competitor advantage

Due to the growing demand for short-terms loans, the customer was looking for an opportunity to set up a new business unit in the Philippines. There was a need to back up the operational lending business with a new platform, which could provide higher performance and decrease the amount of manual operations.

Approach

Development with end-user convenience in mind

The proposed solution from HES FinTech includes an end-to-end system that automates the workflow from loan origination to servicing. HES LoanBox allows borrowers to apply for a loan online.

2.5 months

time-to-market

60 minutes

for loan decision

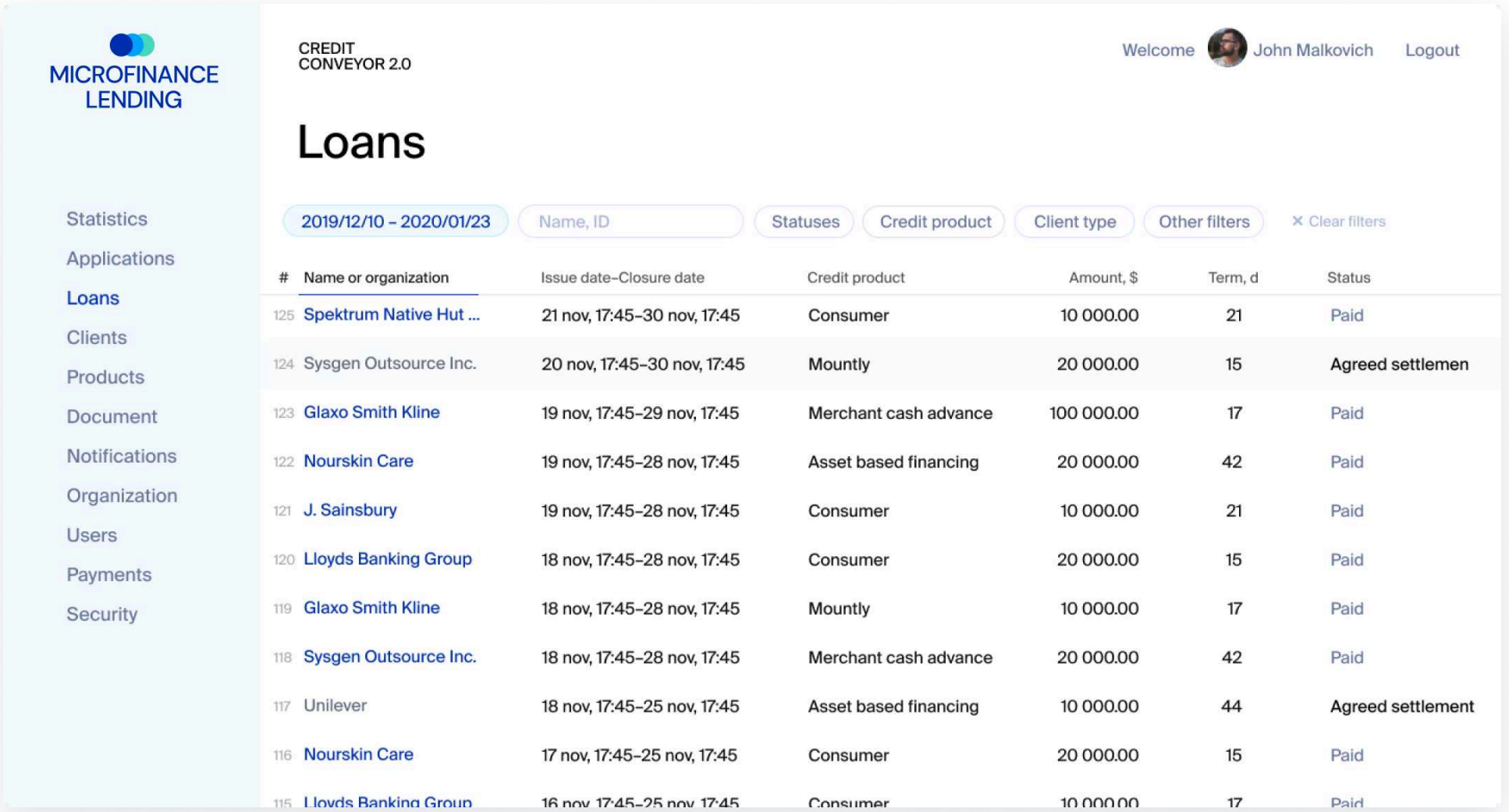
35%

revenue growth for the first 12 months

Result

Full automation of verification and underwriting for faster loans

Following the deployment of HES LoanBox, we successfully automated manual processes within client verification and underwriting workflows. Decision-making time was reduced to less than 60 minutes, and integration with the payment provider enabled instant money transfers.



The following subsystems were delivered:

- Loan origination system. Workflow automation for client’s verification and underwriting processes
- Back-office with the CRM and loan management system
- - Web-based customer facing application (self-service portal)

Thank you for your attention!

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