



## Trust Fintech Limited

Formerly Known as Trust Systems And Software (I) Pvt. Ltd

# SUCCESS STORY

## BERENDINA MICRO INVESTMENTS COMPANY LTD

Berendina Micro Investments Company Ltd., Sri Lanka, Implements TrustBankCBS Core Microfinance Solution, Mobile Application, Statutory Compliance Reporting and Business Intelligence Solutions to enhance Customer Services, Statutory Compliance and Management Decision Support.

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### TRUSTBANKCBS

Core Banking Software



## About Customer

Berendina Micro Investments Company Ltd., Sri Lanka [BMIC] is one of top 5 Micro-Finance Organization operating in Sri Lanka. BMIC is one of the fast growing Micro-Finance Institution in country having more than 1127 Loan portfolio. BMIC has 30 branches spread throughout the Sri Lanka and Head Office situated at Nawala-Narahenpita Rd., Nawala, Colombo, Sri Lanka.

### Then IT Scenario

BMIC had computerised the operations long back. BMIC had computerized operation but decentralize and facing many challenges like HO control on branches, Consolidated statutory reports, MIS reports etc., Un-optimized Processes, Duplicity of work and more importantly lot of manual interventions in the Statutory Reporting and IT Operations.

## Project Objective & Decision by Customer

BMIC decided to change their legacy standalone system with Core Operation System. They wanted to select a solution which enables Core Operational Platform for present and future operation.

While looking for latest technology platform, BMIC started search for CBS Platform with availability of complete ERP and browser base solution.

BMIC took almost a year following multiple competitive options of CBS solutions and selected TrustBankCBS for implementation across its Organization. The objectives of implementation were set and the challenging implementation time-frame of 1 Year was set for complete migration to new system.

# TrustBankCBS Solution Stack Implemented at BMIC

The TrustBankCBS Solutions implemented at BMIC are briefly listed below.

TrustBankCBS pledged to provide single and unified platform for all Solutions and Interfaces. The new solutions and interfaces are added to solution stack as per Micro-Finance roadmap.

- Central Administration Module
- Head Office Module
- Branch Module
- EDS Module
- Payroll Module
- Fixed Assets and Inventory Module
- Saving Module
- Budget Module
- Dash-Board
- SMS Module
- Mobile Application

## Project Highlights:

BMIC have implemented complete TrustBankCBS Solution stack comprising almost all solutions required for micro-Finance Institution in Sri Lanka for End-to-End automation of its Operations. BMIC appreciated TrustBankCBS for below solutions and value delivered in the project:

### Head Office Module:

Well equipped to manage Funds and positions at branches using Funder Management solution, where HO can see the Cash/Bank and Loan portfolio position at glance and transfer fund as required in branches. Also Configuration and parameterization can be managed by HO users for centralize monitoring.

### Branch Operation Module:

Including most common functionalities, the module contains auto group creation at the time of loan processing, it allows Inside, Out Side and Family Guarantor type based on the Loan Product Configuration. Violation messaging for loan eligibility includes previous loan repayment status and Attendance of loan client in cluster meetings. Bulk collection Client category wise features enhance the flexibility of module. Partial interest posting on Due Date and Month end automatically at Day begin and Day/Month end including recovery from Excess paid empower the operations.

### Mobile Banking:

The Mobile Banking channel enabled customers to avail 24 X 7 banking experience. Thro' Mobile Banking, TrustBankCBS provide support to many customer self-service requests such as inter-bank transactions, intra-bank transactions, Mobile Passbook for all accounts, Utility Bill Payments through' linked CASA account. The mobile banking facility have ensured higher customer satisfaction, customer confidence and higher business volume with same Branch and Staff Strength.

### Enterprise Development Services(EDS):

It enables awareness of ongoing/scheduled trainings to BMIC resources as we customers too. Customer registration, Training details, Attendance, Income generation from Training etc... well managed along with other services like "A Type", "B Type" & "C Type" where Group project and post loan repayment follow-up and support includes.

### Budget Module:

Empowers to BMIC management to schedule yearly calendrer along with targets and predictive budgeting for the coming year and time to time performance monitoring inline to the targets and achievements of internal resources. It makes easy for incentive calculation and appraisal activities.

### Business Intelligence:

The unique embedded Business Intelligence have empowered the Head Office Managers and Management with real-time monitoring of branch operations on important parameters. With no investments in BI Tools and with no investments in consulting for configuration of data visualization models, BMIC benefitted from pre-configured BI scenarios for Micro-Finance Segment. The various tools like Analytika provided comparative analysis of branch on historical data which provided important support for decision making. The dashboards with drill down facility and ratio analysis helped management with projected (forecasting) analysis of Project NPA, Maturity Pattern, Deposit Pattern, Profitability etc. The Staff Monitoring functionality provided setting up and monitoring of targets and achievement for branches and staff and ensured higher staff productivity.

## Services offered by TSSIPL in the Project

It was a turnkey Core Micro-Finance Software Delivery Project at BMIC. TrustBankCBS team provided solution and complete services stack required for effective and timely roll-out of the solutions.

- Assessment of Hardware, System S/W etc.
- System Requirements Study & Blue Print Documentation
- Customization and Parameterization
- Data Migration from Micro-Finance's Legacy System
- User Acceptance Testing
- User Training, Go-live Support
- Post-Go live Technical Support & Help Desk

## Customer Feedback

“Language may define what a TrustBankCBS is, But TSS allowed us to experience the true feeling of a Core Operational IT solution. With a superbly dexterous workforce at hand, they ensured each and every requirement, business logic and easy solutions. Thanks for providing Quality and user friendly solution.”

Mr. Chathura D. Wijeratne,  
IT Project Manager, Berendina Micro Investments  
Company Ltd, Sri Lanka



## For more details and inquiries

TrustBankCBS Core Banking Software is a product of Trust Fintech Limited. We are a CMMi Level 5 Certified and ISO 27000 Certified Company.

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