

FinnOne Neo Loan Management

Efficiency in Loan Servicing
for enhanced customer experience

→ Financial institutions are increasingly looking for advanced technology solutions which can digitize and automate business processes around loan servicing.



This is looked upon as a means to drive efficiency, manage risk, generate cost savings and enhance customer experience.

EFFICIENT AND AGILE OPERATIONS

FinnOne Neo Loan Management is a comprehensive solution which enables banks and financial institutions to efficiently execute business processes for loan servicing during the loan and lease life cycle. The solution offers a customer-centric approach to consolidate and automate all loan servicing functions enabling contactless processes and anytime anywhere business reach.

The solution supports a wide range of features including different frequencies and methods of interest accrual, payments handling, integrated accounting, charge amortization, loan restructuring, balance transfer, residual value, depreciation, personalized statement of accounts and real-time simulations. The solution supports documents in image formats to enable paperless lending and reduce the cost of operations. An integrated communication module enables users to send SMS, emails and letters to customers and internal stakeholders including business partners through a

ABOUT NUCLEUS SOFTWARE

Nucleus Software is the global leader in advanced digital technology platforms that power Lending and Transaction Banking businesses worldwide. With over three decades of expertise, it supports the mission critical operations of more than 200 financial institutions in 50 countries across Retail and Corporate Lending, Transaction Banking and Cash Management, Automotive Finance and other business areas.

AWARDS**Celent Model Bank Award For Retail Lending****2020**

RattanIndia Finance, India

IBS Intelligence FinTech Innovation Award**2019**

Roha Housing Finance, India

Best Lending Technology Implementation Award**2018**

SPFC, India

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
-  Collateral Management System
-  Digital Channels
-  Enterprise Content Management

FINNONE NEO DIGITAL CHANNELS

FinnOne Neo Digital Channels helps banks manage the end to end loan life cycle of their customers on mobile and web portal. Powered by integrated modules that can be deployed separately, the solution helps banks on-board customers faster, deliver better service to customers and simplify collection processes for agents. The solution is made up of the following modules:

- Mobile Customer Acquisition System (mCAS)
- Mobile Loan Self-Sourcing (mApply)
- Mobile Loan Servicing (mServe)
- Mobile Loan Collections (mCollect)
- Mobile Microfinance (mFin)
- Web Portal for Loan Self-Sourcing (eApply)
- Web Portal for Loan Servicing (eServe)
- Web app for agent location tracking (Geo Tracker)
- Web portal for loan sourcing (Sales Assist)
- AI chatbot for loan servicing (myLoan)

responsive query module.

ENHANCED PRODUCTIVITY, BETTER MARGINS

FinnOne Neo Loan Management enables financial institutions to offer Value Added Products (VAP) such as insurance, additional covers and additional financing which helps in increasing the profit margins. The solution supports 24x7 operations for loan booking even during End Of Day processing. Bulk and Straight Through Processing (STP) further enhance productivity and optimize the cost of operations.

IMPROVED SERVICE ACROSS CHANNELS

FinnOne Neo Loan Management provides an integrated Customer Service front end as a single window, which can be used by executives in the branch or call center to address customer service needs. Omni-channel support and self service capability makes access to information and making payments convenient and faster. Flexibility to reschedule repayments and various methods of interest calculation helps deliver a great customer experience.

REDUCED TIME TO MARKET

It is essential for banks and financial institutions to launch targeted product offerings quickly. With FinnOne Neo, product and scheme creations and changes can be rolled out faster and with ease. Business policy set ups and configurations can be easily updated to reflect accordance with the changing regulatory requirements.

BETTER RISK MANAGEMENT

FinnOne Neo allows early identification of distressed loans to help reduce NPA levels and defaults. The configurable asset classification mitigates credit risk by managing portfolio quality and profitability. The solution provides enhanced reporting with user defined parameters in line

with business needs. Transaction logs are maintained for audit purpose.

EASY INTEGRATION & IMPLEMENTATION

The solution's SOA based design makes it easy to integrate with third party applications and services such as Credit Bureaus, General Ledgers, Enterprise Content Management systems, reporting systems, etc. FinnOne Neo can be deployed quickly in partnership with leading cloud providers without high upfront capital expenditure. FinnOne Neo is platform agnostic and provides flexibility in scale by supporting pay-per-use models.

LINES OF BUSINESS COVERED

- Home/Mortgage Loans
- Education Loans
- Loan against property
- Auto/Vehicle Loans
- Agriculture Loans
- Personal Loans
- Consumer Durable Loans
- Microfinance (Group Loans)
- Gold Loans

KEY FEATURES

- STP & API Stack
- Automated bulk processing
- Value added products loans
- Income recognition & accruals
- Contract amendments
- NPA tracking & provisioning
- Integrated report manager
- Days past due (DPD) freeze
- Multi-disbursal support
- Loan restructuring
- Moratorium & subsidy handling
- Configurable cashback treatment
- Loan linking and collateral linking
- Flexible repayment frequency
- 'Pay later' support
- Backdated transactions
- Residual value handling
- Overdraft / Non Instalment