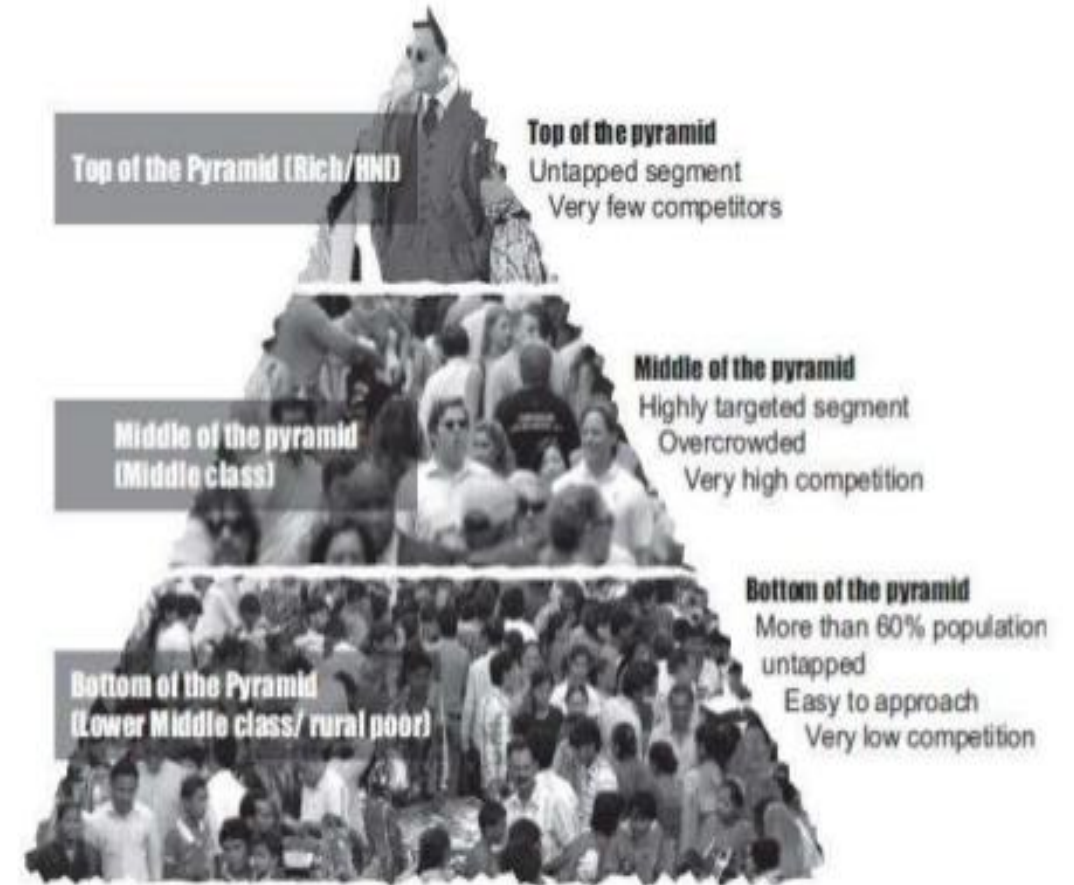


Smart Technologies in Financial Services for the Customers at the bottom of the pyramid



LOLC Micro Finance Story

Conrad Dias
Group CIO
LOLC Group

digital journey

- Started with the Start of Business Itself
- It is Business connected strategy
- Technology was considered as Business Enabler
- Growth from from 17 location to 200 + (300+ in the Group) always online

- Every Branch was a connected Branch
 - Regional Branch to Service Centre
- Online access to the Centralised Business systems to service the customer
 - Hosted on Private Cloud Infrastructure
- Efficiently servicing the customer with elimination of risk and fraud

journey to the clouds

- Began as early as 2009 with First X86 virtualisation in Sri Lanka
- Moved towards Private Cloud Infrastructure with Software Define Data Centre V1

- Growth of 1,500 Contracts per Month to 25,000 Per Month only on Micro Finance
- Moving towards 50,000 Contracts Per Month with new Acquisitions and Integrations of Business (BRAC)

- **This transition in less than 6 years and bulk of the growth in the last 2-3 years wouldn't have been a reality if not for cloud architecture data centre**

mobile journey



Customer Mobile
Banking App



Social Data Collection



Credit Appraisal



Collection and Receipting



Mobile Collection and Receipting



- Started Almost 3 years ago to issue online receipts for collections from remote customers

Business Benefits

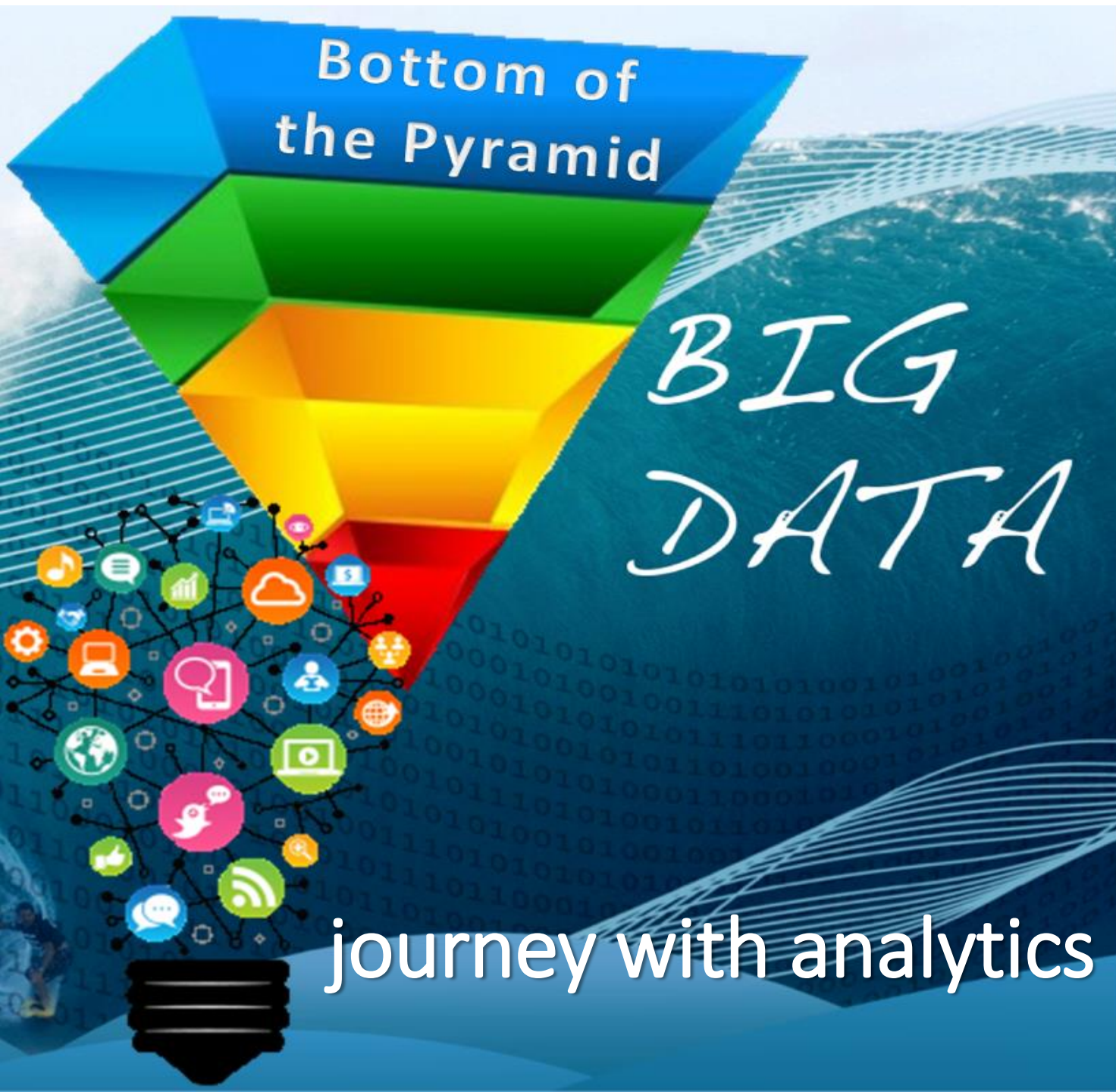
- Save Time up to 1 ½ Hrs a day almost 1 Day a Week for MFO
- Increase customer confidence
- Reduce and eliminate fraud
- Increase productivity (Caseload per Officer)

- Today not only paper receipts once MFO settles back to Office SMS Receipt to the Customer
- SMS Delivery note analysis provide instant feedback to correct the customer contact details



Appraisal Form

- Image Driven and Evidence Based Appraisal
- Geo-Tagging of Customer Location
- Save minimum of ½ Hour per day on the field
- Digitised Data for future reference
- Online Field Based Updated for Online Approval



Social Data Gathering

- Ease of capturing the data and analysis of social impact that creates through micro financing
- Facilitate social ratings and social performance management
- Provide insights with image based evidence
- Increase accuracy of data with geotagged data capturing

Mobile Banking

Savings

- Online Real Time Transfer to Other Banks Any Day and Any Time via Mobile App since August 2015 Through CEFTS
- Introducing the Sinhala and Tamil App as well as USSD feature for Micro Financing Customers with voluntary savings
- We are Banking the Unbanked



Challenges

people



process



technology



- Adoption and Change
- Knowledge and Training
- Expectation of business vs delivery
- Fear of loss of privacy



- Digital world with Physical controls
- New Business Models in traditional setting (banking)



- Network Coverage
- Devices
 - Affordability, Ease of Use
 - Ruggedness vs Price
- Security (in Financial Services)
- R & D time in traditional context
- Reliability of Consumer grade technology for enterprise application

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danke

謝謝

ngiyabonga

teşekkür ederim

спасибо

dank je

thank you

gracias

tapadh leat

mochchakkeram

go raibh maith agat

bedankt

dziękuję

hvala

mauruuru

sagolun

sukriya

kop khun krap

terima kasih

감사합니다

grazie

ευχαριστώ

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