

Loan Tracking System

Maximizing performance.
Introducing 21st
century banking.

logate

software
empowerment
company



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Executive Summary

Loan Tracking System is a CRM platform with superior Collection tool following full lending life cycle (from sale to collection), with adaptable workflow, client notification and case management.

- Automate your collection process
- Have an overall view of your clients' data and activities
- Measure and manage internal productivity in sales and collection
- Monitor and manage client interactions
- Flexible configuration of collection workflow with internal and external parties

Key concepts

- Collection
- Multichannel client interactions
- 360° client view
- Complete Workflow and client notification automation
- Reporting
- Case management
- Parameterization

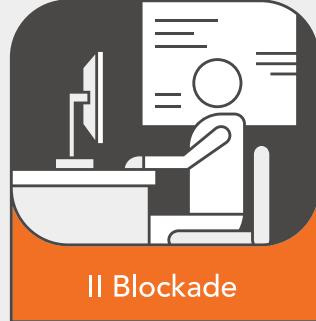
Concepts and goals

- Increasing the efficiency of the Collection process by clearly defining Collection activities- automatization of activity's segment through all available channels (SMS, Letter, Contact Center, Operator)
- Bringing together different phases of the collection and organizational units into one connected system, aided by powerful administrative support
- Enabling centralized monitoring of the implemented activities and results at different levels of the organization and the process (client, product, organizational unit, employee, collection phase)

Collection Process



- Sales Representative
- Business Networks
- Contact Center
- SMS



- Clerk
- Back office



- Specialist
- Workout unit



- Lawyer
- Legal Actions
- External Office

Features

- Powerful Workflow Engine which supports bank's business logic
- Well defined set of processes
- Front office solution uses core-banking system data
- System is integrated with remote channels (Contact center, Printing center, SMS provider)
- Notifications of workflow related actions completed by user/system
- Automated warnings system through several channels (SMS, post office, call), using a great number of different templates
- Possibility of parameterization that allows the client to select the values of predefined parameters, under which the system processes run

Modules

- Role-customized Dashboard
- 360° client view
- Collection process and case management
- Reporting system



Business Advantages

- Improving operational efficiency – reduction of vast amount of manual work.
- Centralized monitoring of activities and results of different process phases. Higher level of control.
- Creation of workflow diagrams which bring business users and software developers together.
- Workflow automation through predefined processes and protocols.
- Costs reduction and time saving – smart resources management.
- Improved risk management – automated analysis, more consistent and efficient decision making.
- Improved efficiency and productivity in client-bank interaction - tracking clients' preferences and needs.
- Superior user experience that allows intuitive interaction with the system.



Referent List of Clients

We are proud of excellent cooperation that we established with our clients who are recognized experts in financial industry.

They are:

Hipotekarna bank, Addiko bank, Societe Generale Montenegro, Sberbank, Prva bank, NLB bank, Komercijalna bank, ERSTE bank.

Here are the products that we deployed for some of them:

Sberbank Serbia

www.sberbank.rs

- › Loan Tracking System

Societe Generale Montenegro

www.societegenerale.me

- › Loan Tracking System
- › Loan Origination System
- › Operational CRM

Hipotekarna bank

www.hipotekarnabanka.com

- › Loan Tracking System
- › Loan Origination System
- › Operational CRM

Komercijalna bank

www.kombank.me/me

- › Warning letters
- › 360 client view

ERSTE bank

www.erstebank.me

- › Loan Tracking System

Addiko bank

www.addiko.me

- › Loan Tracking System

NLB bank

www.nlb.me

- › Loan Tracking System
- › Loan Origination System
- › Operational CRM

Prva bank

www.prvabankacg.com

- › Loan Tracking System



About us

"At Logate, we value professional, high quality and above all human approach to our clients and their needs."

Ivica Tatar
Co-Founder & Strategy Lead

Logate is a team of multi-disciplinary IT professionals, who enjoy fast-paced and dynamic business environments, where we can thrive by never solving the same problem twice.

Our clients come in different shapes and sizes, and tend to stick with us. We are very proud of maintaining long-term business relationships with regional industry giants from Telco and Finance sectors.

Our team of technical experts has hundreds of years of collective experience in developing, maintaining and supporting enterprise-grade software solutions.

Geeks at heart, we aim to provide complete solutions based on Linux and Open Source technologies.

We also take time to thoroughly understand our clients' requirements and their business.

We specialize in:

- Design and development of software solutions using modern technologies and processes
- Support and maintenance
- IT consulting
- Design and development of applications and systems based on Open Source technologies
- Design of computer networks and network environments





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