



Suma Soft's Credit and Loan Financing Services for NBFCs and BFSI enterprises in India



Overview:

Suma Soft has been offering Credit and Loan Financing to leading companies helping them to maximize their business performance. While credit and loan processing procedures can be painstakingly time consuming, we understand that delay in processing the credit application can result in losing your prospective client. At Suma Soft, we offer processing services that help improve turn-around time (TAT).

We are able to manage festive/seasonal volume spikes of credit and loan processes. Our services extend to Automotive Industry and Banking Sector.

Our flawless and proven banking and financial solutions have helped clients reduce errors, achieve higher ROI and gain competitive advantage.

Client Testimonial:

"The BPO services and SAAS based imaging platform of Suma Soft has facilitated us to deliver outstanding service to our internal customers and external Dealers."

*General Manager,
Leading Auto Finance Company*

Detailed Credit and Loan Financing Services

(I) BPM Services for NBFC and BFSI



Underwriting, Credit & Loan Processing

Our services include verifying documents received, data processing on credit platform/LOS/LMS, credit check through database de-dupe, credit score check, tele-verification & coordination along with field verification process & underwriting the loans.



Disbursement Processing

We perform a thorough checking of documentation post-delivery and perform disbursement and authorization of payments.



Loan Servicing

At Suma Soft, we perform handling foreclosure requests (FC), providing statement of Accounts (SOA), and cancellation of Lien/ No Objection (NOC) on the assets.

Case Study

Suma Soft's Integrated Business CRM Platform for NBFCs in India provided the client with an end-to-end customer management tool that helped increase customer satisfaction at reduced costs.

(II) Technology Solutions & Capabilities



Work Force Management Tool

Suma Soft designs, develops and deploys a SAAS-based business processing platform. This web-based IT platform has features such as image upload, status tracking, workflow engine, escalation management and a central dashboard for reporting.



CRM for NBFC

This tool provides a 360-degree view of the lifecycle management history of all the customers starting from customer acquisition to loan servicing, with automation enabled through SMS, IVR and E-mail. It is an on-premise web-based platform that helped the client with improved customer experience and enhanced productivity.



Mobile application

We design, develop and deploy mobile app-based processing platform that works on 2G as well as 3G connectivity. To facilitate uninterrupted work process, the App is configured to work in Offline mode as well. This has helped clients reduce Lead Time for their loan processing- from 2 days to only 30 minutes.

Case Study

Suma Soft helps leading Two-Wheeler Auto-Finance Company expand reach & increase revenue through Business Process-As-A-Service (BPAAS) Model

Suma Soft's Value Proposition:

◆ Process Maturity

Our rich domain knowledge in Finance and Banking services has enabled us handle credit processing and loan approval with high accuracy and process maturity.

◆ Enhance Productivity

Suma Soft delivers outstanding SLAs that are considered as industry benchmarks for credit processing. This helps us ensure that our clients achieve a higher closing ratio on their loans at a standard processing cost.

◆ CRM and BPAAS Module

Suma Soft develops and deploys a Business Process As a Service Module that helped reduce TAT and Lead time for the client from **2 days to 30 minutes**. We also have expertise in providing CRM dedicated for NBFCs in India.

Business Benefits Delivered...



Efficient BPM delivered

With a rich domain experience in Credit and loan processing, services by Suma Soft help enterprises adopt agile and effective processes and employ tools to increase efficiency at reduced costs



Outperform industry-specific SLAs:

Our capabilities help clients scale-up their operations by deploying flexible offshore resources to meet day-to-day processing needs and automating systems at reduced TAT.



Technology meets Business Intelligence

With the help of advanced technology and human expertise, our technology support helps the client achieve accurate results at faster speed and reduced costs

Certificates

- Our operations are certified for ISO 9001:2008
- Quality management system and ISO 27001:2013 Information security management system.
- In addition to the above we have Payment Card Industry (PCI) data security standards (DSS) certification for our order processing platform.

Suma Soft Fact File:



16+ Years of
BPM Experience



ISO 27001:2013 Information Security
System Management (ISMS) Certified



Indian Computer Emergency Response Team
(CERT-In) Empanelled IT Security Auditor



Industry
Verticals Catered to



ISO 9001:2008 Quality Management
Systems (QMS) Certified



Standardisation Testing & Quality Certification (STQC)
Empanelled Testing Company

Global Clientele



Contact Suma Soft

For more information on how Suma Soft can deliver superior services to your end-customers & maximize their satisfaction with your business, contact us today.

USA: Texas

7880 San Felipe St,
Suite120, Houston,
TX - 77063-1647

Canada: Toronto

4216, Sugarbush
Road, Mississauga,
Toronto, ON - L5B2X7

India

Suma Soft Pvt. Ltd., "SumaCenter",
2nd Floor, Opp. Himali Society, Erandwane,
Pune, Maharashtra - 411004

Reach Us 24x7

For USA:

+1 281 764 1825
+1 281 468 7338

For Canada

+1 647 524 3808

For India

+91 8380 012 468
+91 20 4013 0400