

“Verilend’s biggest strength is that it is a solid, stable solution that overcomes communication issues. Connectivity remains a major issue through Africa ... Verilend enables us to work offline where necessary, and then synchronise the data with Head Office at a later stage.” **Paul Silverman, Business Development Manager, Micro Lender**

Verilend, Qualica’s Microlending Solution, Increases Profits and Efficiency

Qualica’s Microlending micro finance software solution enabled a leading Pan-African micro lender to work efficiently and profitably in the remotest parts of Africa.

The biggest challenge to any micro lender working across Africa is the widely variable IT environment. Qualica’s VeriLend financial software overcome the client’s challenges of poor connectivity, intermittent electricity supply and lack of local support with its ‘distributed model’ – which functions connected or disconnected.

This microlending software provided all offices with up-to-date loan information, and capital could be invested into the company, instead of into expensive IT equipment.

The Client

A leading financial services company provides affordable, unsecured credit to unbankable clients in Africa. The holding company operates from Mauritius and has micro-lending operations in Ghana, Uganda, Tanzania and Zambia.

The Challenge

The biggest challenge for large micro-lenders working across Africa is the widely variable IT environment. To best use their capital, micro-lenders must lend money to clients – not invest in IT infrastructure.

The financial services company needed an IT solution that would provide the flexibility and cost efficiency it needed to operate in African conditions. It needed a solution that could operate in multiple locations, across multiple countries.

The Solution

Qualica, working with the financial services company, developed a micro-lending solution for tough environments. The financial software overcomes the challenges of poor and erratic connectivity, intermittent electricity supply and lack of local support.

Verilend reduces lender risk by integrating with employer payroll systems, ensuring that loan repayments are deducted before salaries are paid to employees. Key to Verilend is the distributed model that ensures that head office servers can be synchronised with branch servers, so that all offices use up-to-date loan information.

case study > Microlending: Pan African Microlender



The Results

Major benefits for the financial services company include low-cost branch operation and the flexibility necessary to operate in African conditions.

In addition, Qualica provides a turnkey solution - including everything from software to hardware provision and installation – as well as full remote support from South Africa. IT staff is minimised, and the company can focus on its core business.

The company uses mobile branches that service wide areas. The solution can run on a centralised or decentralised model, with several synchronisation methods.

The low cost of the solution is another attractive benefit. The 'plug and play' process means the company doesn't need expensive IT resources, only basic IT skills.

A further advantage is the support and maintenance service offered by Qualica. Remote support ensures the quick resolution of any issues. Qualica provides all hardware and software, training, installation, connectivity and support.

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