

A GROWING BANK IN DR CONGO PARTNERS IMPLEMENTS FINFLOWZ

One of the largest commercial banks in the Democratic Republic of Congo was looking at scaling up efficiencies and customer onboarding. Profinch was onboarded as the strategic partner, to help them through the transformation.

CHALLENGE ON HAND

The bank required:

- Efficient Onboarding using end-to-end digitisation
- The ability to cater to a greater load of transactions in an easier way



PROJECT SCOPE

The scope of the project was finalised as below:

- **Simplicity with CASA transactions:** The solution was provided to make the process simpler for account maintenance, payments/transfers, bill payments, statements and service requests (cash withdrawal from account, cash deposit into account, buy foreign currency cash, sell foreign currency cash, utility payments from account, utility payments by cash, domestic remittance from account, domestic remittance by cash, foreign remittance from account, foreign remittance by cash, account to account transfer, issue demand draft, encash demand draft, check deposit into account - inhouse check, check deposit into account – clearing service requests: block cheque, amount block, amount amendment, amount block release, new cheque book, account closure, account statement, customer amendment, employer maintenance, customer instruction, certificate request, card request and cancellation, account statement, creating complaints, delegation)
- **Smooth vault transactions:** Digitizing vault transactions and bank branch activities for bank's operations (open branch vault, close branch vault, transfer from vault into teller, transfer from teller into vault, open teller vault, close teller vault, transfer from vault to head office, transfer from head office to vault, transfer from vault to central bank, transfer from central bank to vault, teller books overage, teller books shortage)



HIGHLIGHTS

- 20% increase in efficiency through digitization of the banking processes
- Enabled digital transformation leading to more transactions and volumes
- Improved customer experience scores through digitization and simpler workflows



CONCLUSION

Starting the digital transformation journey for the bank enabled the bank to reduce manual interventions and become confident of its flawless outputs.

The project was delivered and created an immense impact on the bank's ecosystem. This built the trust between the client and Profinch because of which the bank continues to partner with us for newer projects.



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