

## Tamweelkom Case Study

**Client:** Tamweelkom

**Project Start Date:** TBD

**Project End Date:** TBD

**Project Size and Scope:**

- **Branches:**
- **Users:**
- **Active loans:** TBD

### **Overview: Tamweelcom (Jordanian Microfinance Company)**

Tamweelcom, established in 1999 as a non-profit company under the Noor Al-Hussein Foundation and operating independently under the King Hussein Foundation, is one of the region's foremost microfinance institutions. With a mission to reduce poverty, unemployment, and improve the socio-economic status of productive and low-income individuals, Tamweelcom provides essential financial products, solutions, and services. Serving over 95,000 clients across Jordan, Tamweelcom is committed to financial inclusion and empowering entrepreneurs and low-income earners through responsible financial services.

### **Delta Fintech Solutions Product Overview**

**Loan Management Suite:** The Loan Management Suite by Delta Fintech Solutions provides comprehensive tools for managing loans, savings, and deposits, micro-insurance, and legal follow-ups. The suite is designed to enhance efficiency, accuracy, and control in financial processes, offering features such as client and guarantor databases, loan processing workflows, loan application and approval, disbursement, collection, delinquency management, and integration with third-party systems. The suite also supports e-payment solutions, dashboards, and detailed reporting capabilities

## Challenges

Tamweelcom faced several significant operational challenges in managing its extensive portfolio of microfinance products and services. The primary challenges included:

1. **Manual Processes:** Tamweelcom's loan management processes were heavily reliant on manual interventions. This included loan application processing, approval workflows, disbursement procedures, and collection activities. The manual nature of these processes led to inefficiencies, errors, and delays, impacting overall service delivery and client satisfaction.
2. **Scalability Issues:** With a rapidly expanding client base and increasing loan volumes, Tamweelcom required a scalable solution capable of handling the growing demand. The existing system was not equipped to efficiently manage the increased workload, resulting in bottlenecks and operational slowdowns.
3. **Integration Needs:** Effective integration with various external stakeholders and systems was crucial for Tamweelcom. The organization needed seamless connectivity with entities such as JOPACC, E-fawateercom, eWallets, CRM systems, and AML systems to streamline operations, facilitate real-time data exchange, and enhance customer service.
4. **Regulatory Compliance:** Operating under the regulatory framework of the Central Bank of Jordan, Tamweelcom needed to ensure full compliance with stringent legal and regulatory requirements. This included maintaining accurate records, ensuring transparency in financial transactions, and implementing robust control mechanisms.
5. **Financial Inclusion Goals:** A core objective for Tamweelcom was to extend financial services to underserved and remote communities across Jordan. Achieving this required a robust and flexible system that could support a diverse range of financial products and services, while also being accessible to clients in various locations.
6. **Data Management and Reporting:** Tamweelcom required a comprehensive solution to manage vast amounts of data and generate detailed financial, operational, managerial, and statistical reports. The existing system lacked advanced reporting capabilities, making it difficult to obtain timely and accurate insights for decision-making.

## Why Delta Fintech Solutions

Tamweelcom chose Delta Fintech Solutions for several compelling reasons:

1. **Proven Expertise:** Delta Fintech Solutions has extensive experience in developing and implementing financial and loan management systems tailored to the needs of microfinance institutions.
2. **Comprehensive Suite:** The Loan Management Suite offered by Delta Fintech Solutions encompasses all necessary modules, including loan management, clients insurance, accounting, budgeting, inventory, purchasing, fixed assets, follow-up and collection, and legal departments.
3. **Scalability and Integration:** The suite is scalable and supports integration with various external systems, ensuring seamless operations and enhancing service delivery.
4. **Regulatory Compliance:** The solution ensures compliance with the regulatory requirements of the Central Bank of Jordan, maintaining the highest standards of transparency and integrity.
5. **Customer Support:** Delta Fintech Solutions provides continuous support, ensuring smooth implementation and ongoing operation of the system.

## Implementation Approach

Delta Fintech Solutions adopted a structured implementation approach to ensure successful deployment:

### Assessment and Planning

- Conducted thorough data gathering and business process re-engineering to align the system with Tamweelcom's requirements.

### Design and Development

- Developed customized modules and new features based on identified needs.
- Created comprehensive design documents, including system requirements, architecture, and integration details.

### Deployment

- Deployed the solution on Tamweelcom's local servers using Oracle Database and Oracle Weblogic.
- Integrated the solution with external stakeholders such as JOPACC, E-fawateercom, and other systems like eWallets, CRM, and AML.

### Training and Knowledge Transfer

- Conducted extensive training sessions for Tamweelcom's staff to ensure smooth adoption of the new system.

### Quality Assurance and Support

- Provided continuous quality assurance, information security, and project management support throughout the implementation phase.

## Results

The implementation of Delta Fintech Solutions' Loan Management Suite brought significant improvements to Tamweelcom's operations:

1. **Efficiency Gains:** Automated loan processing and management workflows reduced manual errors and processing times, significantly improving operational efficiency.
2. **Enhanced Scalability:** The system's scalability supported Tamweelcom's expanding client base and increased loan volumes without compromising service quality.
3. **Improved Integration:** Seamless integration with external stakeholders streamlined operations, enhancing customer service and satisfaction.
4. **Regulatory Compliance:** The solution ensured compliance with the regulatory requirements of the Central Bank of Jordan, maintaining high standards of transparency and integrity.
5. **Financial Inclusion:** The system facilitated the extension of financial services to underserved and remote communities, supporting Tamweelcom's mission of financial inclusion.

## Client Testimonial

"We are extremely satisfied with Delta Fintech Solutions' Loan Management Suite. The system has transformed our loan management processes, significantly improving efficiency and scalability. The seamless integration with external stakeholders has enhanced our service delivery, and the solution's compliance with regulatory requirements ensures transparency and integrity in all our operations. Delta Fintech Solutions has been an excellent partner, providing continuous support throughout the implementation phase."

## Conclusion

The partnership between Tamweelcom and Delta Fintech Solutions exemplifies the successful deployment of a comprehensive loan management system tailored to the specific needs of a microfinance institution. The implementation of the Loan Management Suite has empowered Tamweelcom to enhance its operational efficiency, extend its outreach, and achieve its mission of providing responsible financial services to underserved and low-income individuals in Jordan.