

# An integrated credit bureau solution with over 3 million credit facilities for improved data access and insights for better decision making



## Client

- A leading private credit bureau of a large African nation, set up with a consortium of leading banks and financial institutions
- Created under the laws of Federal state, Central Bank and under the guidance and support of the International Finance Corporation (IFC)

## Need

- Improve the credit approval process by establishing a credit bureau
- Identify individuals/companies through correct verifications
- Provide comprehensive borrower credit data
- Integrate data from multiple silos in a single repository

## Approach

- Implement a fully functional credit bureau supported by a strong information management platform
- Develop a web-based, integrated bureau solution
- Provide extensive training to end users and members on functionality, data acquisition, legal requirements and infrastructure management

## Results

- Improved access to credit data from various institutions for participating members
- Automated solution to generate credit reports
- More than 70% hit rate for customer searches
- More than 3 million credit facilities in the database
- Increased retention period of credit data

## Integrating borrower credit data for effective credit decisioning

The primary business need was to integrate credit data from multiple sources and provide accurate information on borrower credit and payment behavior to help credit bureau members make informed, objective and faster credit decisions. The establishment of a credit bureau was an effort directed by the Central Bank to contain NPAs and improve credit providers' portfolio quality.

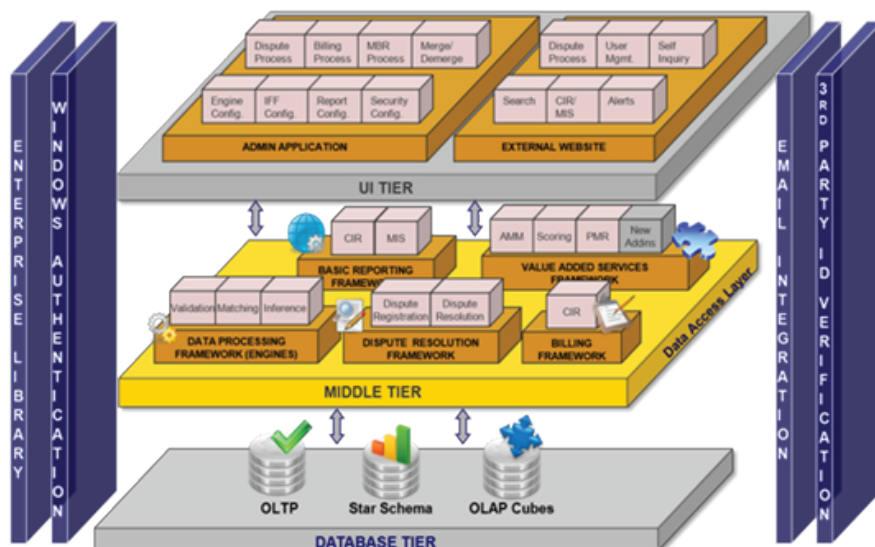
The scope of the project covered data acquisition, data rationalization, data quality audit, transformation, building a processing engine and developing business intelligence reports to aid in data collection, transformation, integration and presentation. The IM scope broadly covered the following:

- Application software deployment for data management
- Database processing engine to de-dupe customer information
- Real-time credit information provision through a customized reporting layer
- Supporting real-time decisioning through enhanced data processing

## The D&B edge: from strategy definition to solution deployment

The D&B solution comprised a detailed business consultation exercise to finalize the scope of requirements, understand legal requirements and define market strategy in terms of institutions and products to be included. The integrated credit bureau solution constituted the following:

- Centralized database and data repository
- Customized ETL for data acquisition and transformation
- Rule and matching engine for single view of borrower
- User interface for managing the application
- User interface to provide outputs in various forms
- Alerts module for notification on exceptions



## A partner in success

The client leveraged D&B's expertise and experience in managing credit bureaus to set up a consumer and commercial credit bureau in the region. D&B's automated solution provided improved access to customer credit data spread across multiple sources and helped credit bureau members in effective decision making. Post deployment of the solution, there was a recorded hit rate of over 70% in customer searches and more than 3 million credit facilities in the database.