

Digital Field Application (DFA)

Digitization at its Best

In the Field and in the
Back Office





Step up your field game.

Activate efficient and profitable digital field services.

The Digital Field Application Opportunity

New technologies are paving the way to huge efficiency gains for financial service providers (FSPs). Historically costly, lengthy and error-prone processes, such as field operations, can now be quickly digitized, bringing dramatic improvements to field officer productivity, loan turnover time, and customer convenience, with a direct positive impact on an institution's bottom line.

Activate Efficient and Profitable Digital Field Services

In remote areas, where opening physical branches is difficult to justify financially, FSPs often rely on field staff to carry out service operations. But how can FSPs ensure the efficiency, quality, and positive return from field services?

Software Group's Digital Field Application (DFA) empowers FSPs' field officers with device-agnostic mobile technology which can digitize any field activity, such as client onboarding, loan applications, financial transactions, and more, even in areas with no connectivity.

The Benefits of Digital Field Application

- Boost loan officer productivity
- Shorten loan turnaround time (TAT)
- Enhance customer experience
- Step up outreach
- Save costs
- Increase revenue

Digital Field Application at a Glance

- Flexible field officer network administration
- User-centric, intuitive, and device-agnostic field officer applications
- Secure field officer and end-client biometric authentication
- Productivity even offline. Synchronization with CBS in real-time
- Improved quality and accuracy of data capture
- Robust field team monitoring tools

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Why Digitize Field Operations with Software Group?

- Quick-to-market, scalable implementation
- Superior security, reliability and compliance
- Flexible integration with any core banking or third-party system
- Channel-and device agnostic
- Your trusted partner in successful digitization with over 10 years of global experience across 200+ customers in over 70 countries.

5min
customer onboarding

Customer onboarding was transformed into a 5-minute experience which can be done from anywhere.

6hrs
turnaround time

With DFA loan turnaround time decreased from 72 to 6 hours. (Accion)

1000+
portfolio managers

A client's DFA app is being used in 7 countries by more than 1,000 portfolio managers.

↑ 200k
customers

A financial institution expanded their business from 70,000 customers to 200,000 customers through our DFA solution.

Driving digital transformation for:



People's Micro Bank

BancABC

part of



ACCION

Urwego Bank



advans

Fullerton
Financial Holdings

VisionFund



How Grameen Koota Improved Loan Turnaround Time

The data entry burden was consuming staff at Grameen Koota branches. With the help of DFA, the company optimized the efficiency of field operations, streamlined loan application processes and improved TAT, accelerating growth to meet their high targets of reaching over 2 million households by 2020.



We partnered with Software Group because of their good understanding of the microfinance sector globally. Their mobility solution has helped our financial inclusion agenda and helped us respond to customers' needs more quickly and efficiently.

**Udaya Kumar - CEO
GRAMEEN KOOTA**



HQ, EUROPE & CIS OPERATIONS

115N Tsarigradsko Shosse Blvd., 5th Floor, 1784 Sofia, Bulgaria | +359 2 923 1783

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www.softwaregroup.com