TMX-DLP

Transforming Origination: TMX Digital Lending Platform

The TMX Digital Lending Platform is a Loan Origination solution that applies the power of Mobility, Credit Rules and Machine Learning to highly automate loan origination and enable straight through processing wherever appropriate. It provides field agents the ability to originate and validate loan applications on tablets that communicate with the TMX portal and other banking systems in real-time. Managers across multiple functions (Sales, Risk, Compliance etc.) use specific workflows to review and approve loan applications which are then migrated to the Core Banking system.

Loan Origination is both costly and time consuming. Field agents fill out paper applications and work with potential customers to validate income, employment etc. by visiting customer's offices. The applications often have errors and require multiple interactions with the customer to resolve these issues. Once the application is complete, the decisioning process is manual and takes another 7-15 days before a final decision can be reached. The end result is process that doesn't work well for the customer or the Bank.

The TMX Digital Lending Platform reinvents the Loan Origination process.

Automate and error proof Loan Applications

TMX-DLP replaces paper-based forms with an electronic version that automates the loan application at the point of data capture. Data accuracy is vastly improved due to the use of drop-down menus and checkboxes. The sales agent can capture document images and also record biometric data like fingerprints if required.

Enable real-time field force visibility

Since field agents carry tablets with GPS capability, their real-time location is available to supervisors at the branch and regional offices throughout the day. Workforce utilization is improved by better monitoring against daily route schedules and customer commitment times.

Measure customer satisfaction

Pertinent feedback solicited and entered into TMX-DLP by agents when accepting loan applications can prove critical in taking timely measures for improving service levels leading to improved customer satisfaction, loyalty, and retention.

Define and ensure your Credit Decisioning process

TMX-DLP allows you to configure your own credit decisioning process (with separate processes for separate loan products). Using workflow technology ensures compliance with the defined process with the ability to monitor in real-time and subsequently audit the process for each applicant if required.

Reduce Credit Decisioning time

Credit Rules are defined within TMX-DLP in the Rules Engine which allows for automated evaluation of credit criteria. Additional checks against information sources like credit bureaus, national identity services, AML/KYC checks etc. are integrated and automated within the system with a huge reduction in processing time.

Automate Loan Disbursement

Since TMX is integrated with your Core Banking solution (including Temenos T24, Oracle FLEXCUBE, Finacle and others), loans can be automatically disbursed once they have been approved through the credit decisioning process. If required, TMX can create Customers, Customer Accounts and enable the loan disbursement in a single automated process step.

GEO-TRACKING

TMX-DLP makes extensive use of the geo-tracking features of tablets. Customer locations, agent routes and agent journey plans can all be mapped and monitored. Alerts can be configured to monitor sales agent travel and to highlight exceptions defined by line and area managers.
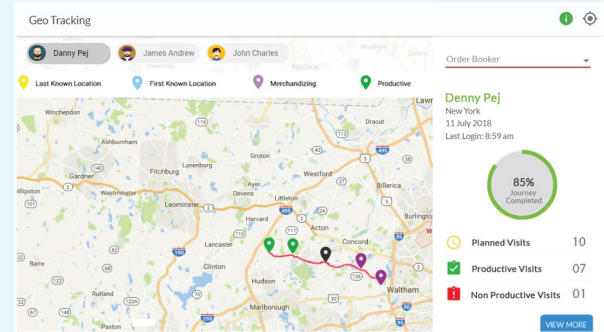
DASHBOARD ANALYTICS

TMX-DLP provides powerful reporting capabilities out of the box, along with support for defining new reports. The Dashboard can be easily extended to include analytics which are relevant to the specific needs of each customer.
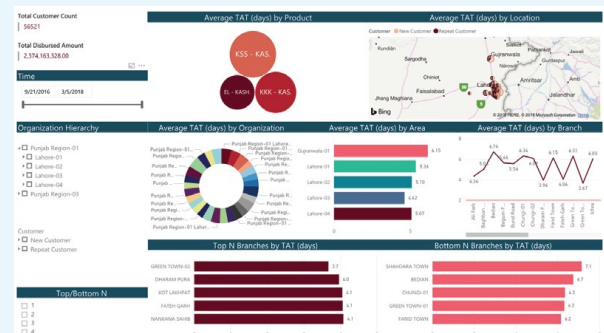
DELIVERED ON CLOUD AND ON-PREMISE

TMX-DLP is built and delivered on Azure, the Microsoft cloud available worldwide. For a client, TMX-DLP includes all the hardware and software technology within a single solution secured and managed by Microsoft. All data is encrypted and can only be accessed by the client itself. Microsoft ensures 24/7 availability and protection against cyberattacks. If required by regulatory considerations, TMX-DLP can also be deployed on-premise.

Microsoft Azure

Initiate and Verify

A user-friendly Tablet based App allows a field sales agent to:

Create Loan Applications

Agents can create loan applications using completely configurable and dynamic forms that reflect exactly the information required by your Bank. Data validations ensure error free data is entered and the ability to pull up data from external systems speeds up the process by retrieving data for pre-existing customers.

Capture Documents and Biometrics

Use the tablet camera to capture document images and attach biometric devices to capture fingerprints etc.

Perform Field Verification

The agent app can also be configured to support situations where independent verification by other field agents is mandated by business or regulatory requirements.

Follow Journey Plans

A Journey Plan enables an agent to visit a pre-defined sequence of customers s during a working day. The agent's location is captured by geo-tracking and is made visible in real-time to his supervisor.

Decide and Disburse

The TMX-DLP portal is used to execute Credit Decisioning process and for subsequent loan disbursement. The portal allows managers to:

Define Credit Rules

Sophisticated credit rules can be setup based on the information captured in the loan application and other internal and external system (Credit Information Bureaus, Core Banking, AML/KYC etc.). These rules can be product, loan amount and customer category specific. The specific rule values (for example, Debt Burden Ratio should be less than 40%) can be changed at any time by an authorized user.

Execute Approval Process

The loan approval process can also be specified separately based on the product, customer category, loan amount, region and other variables. This allows the Institution to tailor the approval process to their view of credit risk etc. by requiring, for example, additional approval steps for larger loan amounts. The TMX-DLP platform audits the workflow on a continuous basis and provides detailed statistics on performance measures like application Turn Around Time.

Disburse Loans

Upon approval, the TMX-DLP platform automatically books in the loan in the Core Banking system. If required, a new Customer will also be created. Customer notifications are automatically sent out.

Manage Performance

Users can define, track and manage Performance Targets and Sales Performance Scorecards for their field agents. Comprehensive analytic dashboards provide insight into the end to end loan application, approval and disbursement process.
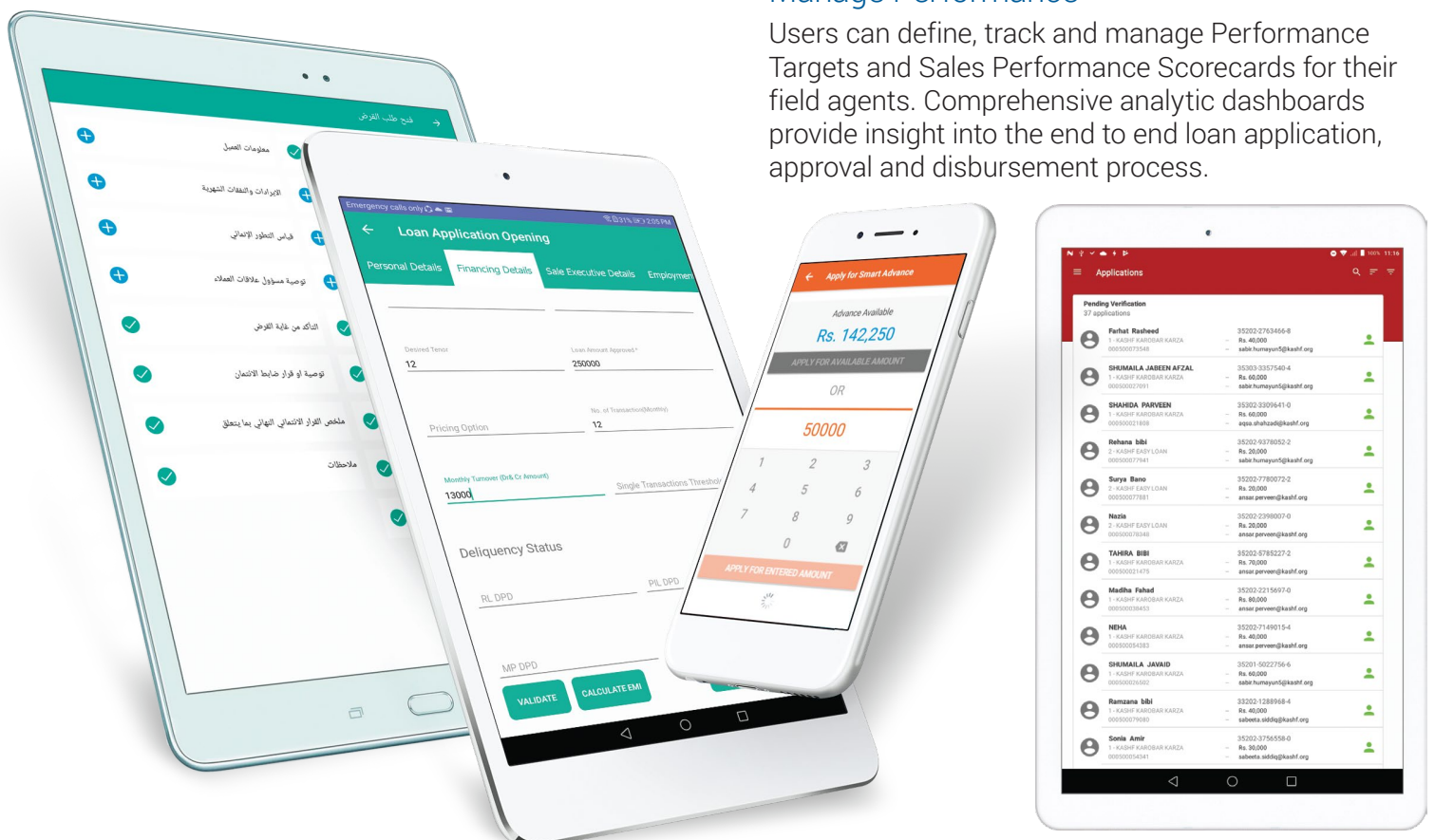
About Us

TLX Mobility builds cloud-based mobility products to empower employees in the field to execute tasks right at the point of work. The benefits are realized in the field organization as well as in other interacting business units. Using our solutions, enterprises can tangibly improve field staff productivity and customer service levels while reducing operational costs and business process cycle times.

Contact

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TLX
A Techlogix Company

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Locations

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