



Case Study



FBN Microfinance Bank(FBNMB), Lagos
Nigeria

Version 1.0.1



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Document Revision History

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About FBN Microfinance Bank (FBNMB)

FBN microfinance Ltd is engaged in the business of providing Microfinance services to low income earners. FBN Microfinance Bank Limited currently offers a suite of microfinance services to small and micro entrepreneurs, sole proprietors, salary earners, and to groups and individuals unable to access formal financial services across the 36 states of Nigeria.

FBN Microfinance Limited is the microfinance arm of First Bank Nigeria, a financial services provider based in Lagos. It was incorporated in Nigeria on March 18, 2008, licensed by the Central Bank of Nigeria (CBN) on September 1, 2008 and began operations in January of 2009.

FBNMB was established as result of FirstBank's commitment to mainstreaming the large pool of under-banked in the domestic economy which is a key pillar of FirstBank's one-stop supermarket model. First Bank's leadership strategy is hinged upon a determination to become a one stop shop for financial services and to offer the most easily accessible and comprehensive range of retail products. Over the years First Bank has cultivated and developed a large and diversified customer base including offering financial services outside of the large urban areas. However, despite strong linkages with the less affluent of the Nigerian society, First Bank Plc was yet to significantly penetrate the ranks of the so called masses of Nigerian society. FBN microfinance Bank Ltd was therefore established to meet the financial needs of small businesses, the underserved and un-served.

FBNMB was established to ensure that Nigerians, particularly the low income earners, achieved high economic goals. FBNMB is poised to be Nigeria's microfinance services provider of first choice through consistently developing a new generation of micro-entrepreneurs by providing market-driven products/services in a profitable and suitable manner.

Background

Business System Operation

FBN had just started operations and the branches were operating manually, using simple spread sheet packages and manual book ledgers to manage their growing customers and business accounts transactions while still providing the products and services suited for Micro finance clientele. The customer base grew large over time , and more customers in remote areas and in urban areas wanted to join in the Micro finance , and this became a challenge to already banking based business set up. Some of the other challenges faced by FBN include ;

- The client was implementing the application while launching operations thus the two processes interfered with each other since its one team that that was in charge of the two processes.
- Introducing Microfinance business in an already established banking business.
- Growing demand for Micro finance, and need to establish a good, reliable micro finance system.
- FBNMB had three operational branches within Lagos which were operating manually, thus prone to discrepancies, slowness in service and inefficient in report and account management.
- Different decentralized operations that had to be reconciled.

Solution Provided

Implementation Strategy

Craft Silicon provide a Microfinance solution to FBN, namely Bankers ream MFO. A fully integrated microfinance banking software, offering a broad range of essential modules. The Bankers ream MFO was implemented in the Head office branch and deployed to other branches using VSAT and radio links.

Currently, the FBNMB has managed to deploy its services to over 36 states in the country. All services provided to its members are online and real time.

Benefits of BRMFO to business

To Business

The benefits achieved, with implementation of system to business included;

- Enhanced the ability and effectiveness of staff to perform their jobs.
- Provided high levels of data security.
- Provided an open, flexible, reliable technology base for the future.
- It's easy to use.
- Provided high quality architecture to enable fast and efficient work-flow
- Free support channel for questions and support
- Generates the required reports.

Brief description of product

BRMFO is a fully integrated microfinance banking software, offering a broad range of essential modules for the creation and maintenance of customer accounts, Loans, Bank General Ledgers and other Products related to banking and high quality architecture to enable fast and efficient work-flow as per the business goals and objectives.