

## System Vision Document

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### 1. Problem Description

Today's loan approval process for salaried professionals is often slow and complicated, requiring several checks by different bank staff. Each step—from verifying creditworthiness to assessing risk and finalizing the contract—relies on manual effort, which can lead to delays and errors. This creates a frustrating experience for customers and limits the bank's efficiency, making it harder to stay competitive.

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### 2. System Capabilities

To address these issues, the new system will offer:

- **Quick, Automated Processing:** Let the credit broker retrieve and handle customer information securely and efficiently.
  - **Streamlined Credit Checks:** Automatically assess creditworthiness through the Credit Bureau, with added oversight for large loans.
  - **Easy Product Selection and Pricing:** Help managers select loan packages and calculate prices tailored to each customer.
  - **Digital Contracts:** Enable secure, digital signing and generate printed copies for records.
  - **Real-Time Updates and Notifications:** Keep the bank's system updated and provide timely confirmation to customers.
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### 3. Business Benefits

- **Increased Efficiency:**
  - Automates key steps like data retrieval and credit checks, reducing processing time and errors.
- **Enhanced Data Security:**
  - Ensures secure handling of customer information, building trust and meeting compliance standards.
- **Optimized Staff Use:**
  - Frees staff to focus on personalized service and complex cases, improving overall service quality.
- **Better Customer Experience:**
  - Speeds up the loan process, reduces wait times, and enhances transparency, boosting satisfaction and loyalty.
- **Stronger Competitiveness:**
  - Positions the bank as a more efficient, reliable choice, attracting new customers and driving growth.