**EMPLOYEES DETAILS:**

**Personal Information**

* Firstname \*
* Lastname \*
* Other name
* Date Of Birth \*
* Mobile Number \*
* Other Number
* Email Address \*
* Residential Address \*
* Digital Address \*
* Key Landmark \*
* Marital Status \*
* Qualification(Edu Backgound) \*
* Working Experience \*
* Date Of Employment \*
* Identification Type \*
* Identification No. \*

**Contact Person Information**

* Fullname \*
* Mobile Number \*
* Residential Address \*
* Digital Address \*
* Key Landmark \*
* Place of work for contact person \*
* Qualifcation(Edu Status)

**Account Information**

* Bank Name \*
* Branch Name \*
* Accounting Name \*
* Account Number \*
* Branch Code

**ACCOUNT OPENING DETAILS:**

**Customer Information**

* Firstname \*
* Lastname \*
* Other name
* Date of birth \*
* Place of birth
* Mobile number \*
* Other number \*
* Email address
* Residential address \*
* Digital address \*
* Key landmark \*
* Marital status \*
* Spouce Name and number (if married)
* ACCOUNT NO. [AUTO GENERATED]

**Contact Person Information**

* Fullname \*
* Mobile Number \*
* Residential Address \*
* Digital Address \*
* Key Landmark \*
* Qualifcation(Edu Status)
* Date Of birth / age \*
* Identification Type \*
* Identification No. \*
* Place of work \*
* Company address \*
* Company mobile number \*
* Politically Exposed [is a checkbox]

**LOANS:**

**Contact Person Information**

***Search for existing customer***

***[should be a combo box]***

* Fullname \*
* Mobile number \*
* Other number
* Email address
* Residential address \*
* Digital address \*
* Marital status \*
* Key landmark \*
* Staff Id \*
* Identification type \*
* Identification No. \*
* Qualification (Edu Status)

**Employment Details**

* Company name \*
* Mobile number \*
* Address \*
* Employment Date \*
* Occupation \* (eg Accountant)
* Designation \* (eg chief financial officer)

**Contact Person Information**

* Fullname \*
* Mobile number \*
* Residential address \*
* Digital address \*
* Id type \*
* Id no \*
* Relationship with person (combo Box)\*
* Place of work \*
* Company name \*
* Com address \*
* Com contact no. \*
* Address \*

**Salary Information**

* Gross salary \*
* Total deduction \*
* Net salary[auto generated]

**Loan Request Information**

* Amount Requested \*
* Loan Tenor/duration \*[COMBO BOX]
* Loan Purpose \*
* Installment Rate \*[COMBO BOX]
* Start date \*
* End date [auto generated]
* Installment Amount[auto generated]
* Loan Status[auto generated. Green backg]

Loan Grouping for loan officers.

POINTS.

1. **Poor and Fragmented System**: One of the primary issues identified is the presence of a poor and fragmented system. This can result in inefficiencies, data duplication, and difficulties in managing operations effectively. Our application aims to address this by providing a centralized platform that integrates various processes and functionalities. By streamlining operations and providing a unified interface, the application can improve overall efficiency and reduce the chances of errors caused by a disconnected system. We also identified that there were too many required but unused fields that required data collected from the client which in turn only takes up a lot of memory space. These factors are just a few identified reason why the stakeholder decided to opt for a customized software application that strips these unnecessary fields from the information collected from a client. In this regard, only required and relevant information needed by the business is collected. Reducing the size of data and saving time spent on data collection.

2. **Lack of Automation Implementations:** Automation plays a crucial role in modern-day applications as it can significantly enhance productivity and reduce manual efforts. The lack of automation in critical areas like email management, SMS management, OTP implementation, and automatic session expiry can lead to delays, security vulnerabilities, and inconvenience for users. Our application addresses this issue by incorporating robust automation features. Emails and SMS notifications can be automatically sent to users for important updates. OTP implementation ensures enhanced security, and automatic session expiry prevents unauthorized access. We incorporated these features into our application to reduce the burden on staff members who may be incharge of client relations. By introducing these automated features, one can send a scheduled SMS or email message either to a targeted client or multiple clients from one message source. The implementation of OTP automation in our application is an advanced feature we introduced to further protect unauthorized or previllage escalated users from directly altering sensitive data once generated by administrators or senior account officers. Before any information such as requested but not approved loans are updated or changed, an OTP is sent to the assigned user who is in charge of approval and disapproval of loans for authentication and verification before values are tempered with. This helps to maintain data integrity and further ensures no over site responsibility is performed in the absence of the assigned user. Also in terms of loan payment, we introduced the OTP security model to tighten the bond between clients who make payments for their loans from being cheated by staff members who may take advantage of a clients inability to read and also ensure that the rightful amount paid by the client to the collector is exactly what is recorded into the application. Before a client makes payment, the amount collected from the client is entered by the loan collector. In doing so, an OTP is sent to the client’s registered mobile number with the amount being collected for confirmation and verification from the client, if the amount shown is in conjunction with the amount being paid, the client in under sixty seconds shall provide the OPT numbers to the collector for verification before the transaction is officially logged. If in case the amount entered is not a true reflection of what the client paid, the client then discards the OTP, prompts the collector for correction for a new OTP to be sent with the rightful amount. We believe by doing so, payments made by clients are the true reflection of the exact amount collected, verified by the client before being logged as a successful payment.

1. **Customer Service Support and Assistance:** A common challenge faced by many applications is the ability to provide excellent customer service support and assistance. Users often encounter issues or have queries that require prompt attention. Our application tackles this problem by integrating a comprehensive customer support system. This includes a well-documented knowledge base, and a ticketing system for issue resolution. By offering efficient support and assistance, we can improve user satisfaction and retention. Customer relations by far is one of the major reasons why the stakeholder is opting for a customized system. Response and request for feature or bug fixing takes too long to be addressed by developers, hence slowing down business and reducing the convenience with UX with the previous platform.

4. **Data Migration and Bulk File Uploads:** Data migration and bulk file uploads can be complex tasks, particularly when dealing with a large amount of data. Many applications struggle to handle this seamlessly, resulting in data integrity issues and time-consuming processes. Our application addresses this challenge by providing a user-friendly data migration tool that allows users to transfer their data smoothly from their existing systems. Additionally, our bulk file upload feature enables users to effortlessly upload and manage large sets of data, saving time and effort. Putting bulk file upload into context, assuming a loan officer deployed unto the field to collect payments from clients is unable to access the platform on their smart devices due to connectivity issues, the data can be entered into a sample spread sheet generated from the application with the names and account numbers of clients within their groups. In this way, data can easily be uploaded into the application later when there is better connectivity to the server or when the officer reports to the office to make accounts for the day.

5. **Value for Money:** For any application or software solution, users expect value for their investment. A significant concern for customers is whether the application justifies its cost and delivers the expected benefits. The cost as explained by the stakeholder for updates and bug fixing outweighed the cost of developing a customized application which of course will provide a tailored functional requirements that best suits their line of operation without compromising the standard features that runs through almost all financial software applications. For example, loan, customer, accounts managements are standard features that run through almost all financial application. Features like the OTP, SMS and Email automation models may not be standard features implemented into some financial software application. In so doing the stakeholder deems it appropriate and a value for money to design and implement a customized application.