

Phase 1: Problem Understanding & Industry Analysis

1. Problem Statement

Managing the loan lifecycle is currently inefficient, fragmented, and prone to errors. Customers face delays in loan approvals, loan officers struggle with duplicate applications, and managers lack a centralized view of portfolio risk. Moreover, the absence of automated EMI schedules and reminders increases the chances of default and customer dissatisfaction. A unified loan management system is required to address these gaps.

2. Proposed Solution

Develop a custom Loan Management System that:

- Provides a centralized platform to track loan applications, approvals, disbursements, and closures.
- Automates EMI schedule generation, repayment tracking, and overdue reminders.
- Ensures data accuracy by preventing duplicate loan applications.
- Includes role-based access for Admins, Loan Officers, Managers, and Customer Service.
- Offers customers a self-service portal to apply for loans, view EMI schedules, and track repayments.
- Complies with regulatory standards by maintaining accurate financial and risk records.

3. Requirement Gathering

- Track all loans with current status (Pending, Approved, Rejected, Closed).
- Allow customers to apply for loans.
- Prevent duplicate loan applications for the same customer.

- Generate EMI schedules and repayment reports.
- Provide alerts and reminders for overdue EMIs.

4. Stakeholder Analysis

- Admin → Manages system setup, configurations, and user access.
- Loan Officers → Verify documents, evaluate applications, update records.
- Manager → Approves/rejects high-value loans, monitors loan portfolio.
- Customer Service → Handles EMI-related queries, complaints, and support.
- Customer → Applies for loans, checks loan status, and tracks repayments.

5. Business Process Mapping

1. Customer applies for loan.
2. Loan Officer verifies documents.
3. Risk assessment performed.
4. Manager approval required for high-value loans.
5. Loan disbursement upon approval.
6. EMI tracking and reminders for repayments.
7. Loan closure upon final settlement.

6. Industry-Specific Use Case Analysis

- Risk Checks: Creditworthiness and fraud detection are essential.
- Repayment Schedules: Automated EMI calculations with flexible schedules.
- Compliance: Ensure adherence to financial regulations and reporting norms.
- Overdue Tracking: Monitor late payments and send notifications.

7. AppExchange Exploration

- Existing apps like *Loan Origination* or *Banking CRM* cover similar use cases.
- However, to meet specific business needs and avoid dependency on third-party limitations, a custom loan management solution will be built.