



## **A modern IS provides a solid foundation for Terra Credit Ltd business (\*)**

*"The integrated IT system automates all processes in the company - from the proposals of financial products to the end customers until the end of the product life cycle."*

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Terra Credit Ltd. is a financial institution within the meaning of Art. 3 of Credit Institutions Law. The company is registered in BNB with main business activity consumer loans granting. The used funds are not raised through public attraction of deposits or other repayable funds. Established in 2009 as part of Terra Credit Bulgaria, Terra Credit is with entirely Bulgarian funding.

### **Information needs**

The successful development of Terra Credit in the present market conditions requires very good recognition of customer needs and identification of their loyalty.

If we do not know our customers we can not provide them with high quality products in order to meet their needs. This is not something we can afford.

Ignorance leads to dissatisfaction and frustration to an outflow towards our competitors. As we are a financial institution, and our customers in Bulgaria are thousands. We can not be competitive enough without using centralized information system, as Terra Finans, that was developed and implemented in the company by Accent-D team.

### **Terra Finance system implementation**

Based on our company's needs for quick reaction to the challenges of the market and flexibility concerning our products characteristics, we have found a solution with open architecture that allows quick upgrade in case of necessity.

The solution we have chosen is based on financeERP – a platform developed by our trustful partners from Accent-D and adapted to our specific needs after clear tasks definition. We easily chose Accent-D thanks to their reputation and portfolio.

We paid significant attention to the pre phase, when an assignment in detail was developed with the competent assistance of the consultants from Accent-D. The hard work in this project phase resulted in the development and the implementation of a precise IT decision for our company processes.

### **Functional solution**

This platform consists of a vast product range with financial parameters, a detailed client database with built-in mechanisms to recognise matches. The integrated IT system automates all processes in the company - from the proposals of financial products to the end customers till the end of the product life cycle.

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(\*) For the present reference an extract from "A modern IS provides a solid foundation for Terra Credit Ltd business." published in CIO magazine, No.3, 2015 was used. The entire article can be read at: [http://cio.bg/7048\\_savremenna\\_is\\_osiguryava\\_stabilna\\_osnova\\_za\\_biznesa\\_na\\_terra\\_kredit\\_ood](http://cio.bg/7048_savremenna_is_osiguryava_stabilna_osnova_za_biznesa_na_terra_kredit_ood)



The platform composes numerous reports for accounting, management and daily tasks of employees. Reports and statements, compliant with state administration requirements, are also compiled.

There is an in-built mechanism for strict monitoring and control of financial flows between the client and the company, as well as between the different departments within the company.

An integrated document flow system is also implemented.

In the process of system developing, Accent-D programmers proved high professionalism, flexibility, innovative way of thinking and vision for opportunities. All of these resulted in high quality software product far beyond our initial project ideas.

### **Looking forward**

As mentioned before, the staff of Terra Credit intend to further improve the structure and reliable backup of the increasing volumes of information which we generate and work with every day. The main aim is to keep the speed of our software performance at our front office.

Another ambitious plan for the future IT Terra Credit development is the loading the most important modules and functionalities of our IT system to a mobile device. This would facilitate access to information for each of our employees.

For the implementation of reliable mobile modules, we will trust Accent-D team once again. We rely on their experience and reputation. Noteworthy is the fact that they have permanently established on the German-speaking software market. They have already made good impression with developments in the field of Smart Home technology.

We have plans to integrate Accent-D system for monitoring and analysis of critical software operations. This will support the flawless software functioning and timely response in case of problem in some modules of the platform.

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