

## Crystal Clear Software Ltd ISO 9001:2008 Certified

Today UNBS certified Crystal Clear Software Ltd as an ISO 9001:2008 compliant company. It is the first software company that becomes ISO 9001:2008 certified in Uganda. ISO 9001:2008 stands for Quality Management Systems. Crystal Clear Software Ltd appreciates this award and a new milestone in its success. Being ISO 9001:2008 compliant marks our continued commitment in offering a software – Loan Performer – for microfinance institutions that is designed, developed, implemented and supported according to high quality standards. This guarantees all stake holders of the high quality of Loan Performer Software, training and support services.

Crystal Clear Software Ltd. specializes in the development, marketing, sales, training and support of a micro-finance software product called “Loan Performer”. The company started in 1998 as a one-man business with a single client and now employs 20 high-tech staff serving almost 300 clients in 50 different countries. Last year the organization registered a growth of 22% in terms of clients and 32% in terms of sold Loan Performer licenses. The annual turnover of Crystal Clear Software Ltd has increased with an average of 16 % over the last 4 years and the return on equity is an average of 30% per year in the same period.

Loan Performer has become a brand name and is probably the biggest in Africa in this sector. It has been rated as “Best Value for Money” by CGAP, an agency of the World Bank. About 300 micro-finance organizations use Loan Performer in about 700 branch offices in 50 different countries all over the world. Every month people from abroad come to Uganda for training in Loan Performer and nowadays Crystal Clear Software Ltd also offers e-training via the internet. The company has several people standby for instant support via a chat room. The support is given in 4 international languages: English, French, Spanish and Russian.

Crystal Clear Software Ltd has previously won the following awards:

- In 2009 Crystal Clear Software Ltd has been selected as one of the Top 100 Mid-Sized companies in Uganda by the Steadman Group on behalf of KPMG and the Private Sector Foundation. Mid-Sized companies are companies that have an annual turnover of between 360 million and 25 billion Uganda Shillings and which have a three year audited track record (Kampala, 28 October 2009).
- Two out of the 20 winners of the CGAP (World Bank) Financial Transparency Award for micro-finance institutions use “Loan Performer”, a software product developed in Uganda. These organizations are Findev and Viator, both in Azerbaijan. Findev is using Loan Performer for 9 years while Viator uses Loan Performer for 8 years.
- Winner of the African SMME Awards 2005 in the Information and Communication Technology sector, issued by the Centre for Investment Analysis (ACIA) of the University of Stellenbosch Business School in Capetown, South Africa.
- Silver in the 5th President’s Export Awards 2003 for being the Number 1 Exporter in the category ICT Exports (received Jan 2005).
- Investor of the Year Award 2003 for the “Best Software Development for the year 2002-2003” from Uganda Investment Authority for producing the best Uganda software (received Nov 2003).

### CRYSTAL CLEAR SOFTWARE LTD

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