



Software Reviews 2005

Loan Performer 7.04 Crystal Clear Software Ltd.

ABOUT SOFTWARE REVIEWS

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Participants

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[Crystal Clear Software](#) (Vendor)

Customers:

[Micro Lending Fund HUMO](#) ***

[SOCODEVI](#) ***

[Anonymous](#) **

INSTITUTIONAL FIT

- Size: Best suited for small MFIs (up to 5,000 customers). Good fit for medium MFIs (up to 20,000 customers) if using SQL server.
- Budget: Relatively inexpensive
- Target Audience: Budget conscious MFIs
- IT Expertise Required: Day-to-day administration does not require dedicated IT staff. However, a computer-literate “super-user” has to be trained specifically to use features like end-of-day, end-of-year reporting. Vendor provides on-site implementation (up to 10 days) when a license(s) is purchased.
- Functionality: Loans, accounting, shares, deposit, time deposit, loan tracking by donor. Allows the consolidation of data from different branches. Note that for group lending, an individual borrower cannot be registered at the same time as a group member.

SUMMARY

Country of Product Development: Uganda

Number of MFIs where the software has been implemented: 150

Pros:

- Very simple user interface available in Spanish, French, Russian and English
- Affordable entry price (free below 500 customers)
- Large worldwide customer base
- Fulfills most needs of small MFIs without need for customization
- Foxfire report generator allows for customizable reports to fit any needs

Cons:

- Functionality is limited to the needs of the targeted small and medium MFIs, e.g. accounts module with a general ledger only, less usability for group lending
- Each version released contains non-critical bugs above an acceptable level



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RATINGS

(from * = poor to **** = best)

Functionality: (***) Flexible configuration and can serve many standard needs without customization. Covers the core business needs of small and medium MFIs, with strengths in loan management, but does not provide advanced functions such as payroll or assets.

Ease of Use: (***) User-friendly interface, logical menus, standard layout with some irregularities. Multilingual help available but not contextual.

Management Reporting: (***) Over 100 reports (half for loans) satisfy most users with additional customizable parameters. Includes on-screen preview functionality.

Services: (***) Customers say Crystal Clear Software provides responsive support from Uganda for major problems, however minor bugs are still present. Support is available in English, French, Spanish and Russian. Limited international network of local partners for support.

Technical Capabilities: (***) Option of either (free) FoxPro database or SQL Server database. Advantages of a SQL database include higher security, Internet connectivity and higher transaction speeds, but it also requires more powerful computers. Loan Performer begins to run slower above 10,000 accounts in the FoxPro environment.

INSTALLATIONS (BY REGION)

Africa (91)

Middle East and North Africa (3)

Eastern Europe and Central Asia (18)

North America (1)

America and the Caribbean (17)

Western Europe (1)

See [Product Specifications](http://www.cgap.org/technology) at www.cgap.org/technology for installations by country.

COST SUMMARY

- Up to 500 Clients – Free download
- 1 user license – USD 700 + USD 210 annually
- 5 user licenses – USD 1,200 plus USD 360 annually
- 12 user licenses - USD 1,600 plus USD 480 annually
- SQL Server Version - USD 2,000 plus USD 600 annually (excluding Microsoft SQL Server cost) with rebates for additional branches
- Foxfire report generator: USD 100 per license (required only at HQ level).

MORE INFORMATION AVAILABLE AT WWW.CGAP.ORG/TECHNOLOGY

- [Product Specifications](#) • [User Feedback](#) • [CGAP Software Reviews and Methodology](#)