

PRODUCT NAME

Loan Performer Version 7.10.12

VENDOR NAME

Crystal Clear Software Ltd

2009 Review

Completed May 2009

Previous Reviews

2005

SUMMARY

Overall impression	LOAN PERFORMER is an integrated software that handles clients, shares, savings, loans, accounting, budgets, assets and debtors/creditors. The product is offered in several languages and supports only one currency (next Version 7.11 will be multi-currency). The software is suitable for small and medium institutions
Pros	<ul style="list-style-type: none"> ▪ Customer-centric application allows user to see both the client loan and savings history together in the same window ▪ Deposits and loans can be tracked at group level or at group-member level ▪ Good management of loan, saving and accounting ▪ User interface can be translated from English to any other language ▪ Many possibilities of parameterization for loan, saving and clients ▪ Variety of standard operational, management and financial reports
Cons	<ul style="list-style-type: none"> ▪ No specific functionality to open or close a till with balance check ▪ Only financial actions are tracked: no traceability of products parameterization and/or modification ▪ Multi-currency not managed
IT expertise required	No expertise is required with the FOXPRO version. If using the SQL version, MFI will need to have internal IT expertise.

CLIENTS

Size (# of clients)	<input checked="" type="checkbox"/> Small (less than 5,000) <input checked="" type="checkbox"/> Medium (5,000-25,000) <input checked="" type="checkbox"/> Medium-Large (25,000-50,000) with SQL version <input type="checkbox"/> Large (more than 50,000) <input type="checkbox"/> Other (specify)
----------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

*Please consider the profile of a typical user when reading this review. Evaluations are conducted based on how well the product performs for the type of user indicated in the client profile section.

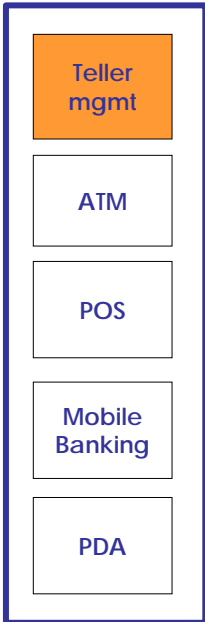
Type of institution	<input type="checkbox"/> Commercial Bank <input checked="" type="checkbox"/> Microfinance Bank <input checked="" type="checkbox"/> Community Bank <input checked="" type="checkbox"/> Finance Companies <input checked="" type="checkbox"/> Savings and Credit Associations <input checked="" type="checkbox"/> Cooperatives and Credit Unions <input checked="" type="checkbox"/> Non-profit Organizations	
User feedback (Sample of users) See User Surveys for detailed ratings	Overall Rating (Excellent, Good, Average, or Poor)	Name of User
	Good	AI Aman
	Good	ANNAPURNA MAHILA CO-OP CREDIT SOCIETY LTD
	Good	Anonymous
	Good	Anonymous
	Average	Anonymous
	Good	IMF Hekima
	Average	MECAPP
Installation by region See RFI for installations by country	Total Number of Clients (MFI) 220	
	Europe and Central Asia 13	
	Sub Saharan Africa 156	
	East Asia and the Pacific 9	
	South Asia 11	
	Middle East and North Africa 9	
	Latin America and the Caribbean 22	
RATINGS from * = poor to **** = best		
Functionality ***	<p>Client: numerous fields for adding or modifying information about the client (individual and groups). Client identification numbers are system-generated and defined by branch - LPF handles picture and signature.</p> <p>Loans: many possibilities for parameters.</p> <p>Savings: flexible savings product setup.</p> <p>Accounting: all transactions are automatically booked into the GL – the system supports in standard, two charts of accounts: Anglo-Saxon and BCEAO/Parmec.</p> <p>Client and/or branches can be linked to a cost centre and all financial statements can be filtered per cost centre.</p> <p>Most users qualify functionalities as good.</p>	
Ease of Use ***	<p>Although mandatory fields are highlighted, screens are sometimes overloaded. Some users might find it difficult to find their way amongst the large amount of parameters. When defining parameters, users can choose if fields are mandatory or optional.</p> <p>Technical documentation and user guides languages available in English, French, Spanish, and Russian. Messages and screen information are in the language of choice.</p> <p>Most users find the software easy to use.</p>	

<p>Management Reporting ***</p>	<p>Many standard reports available, especially related to loan management. Reports can be filtered or grouped by a variety of criteria (period, branch, credit officer, geographical area, loan fund, product, and other definable categories).</p> <p>Most reports offer detail (with each transaction) or summary (totals or sub-totals only) views.</p> <p>Regulatory authority reports have to be created externally. CGAP Key Performance Indicators are generated.</p> <p>Reports can be previewed, stored in a file or printed. All report can be exported to Excel, DBF and PDF formats.</p> <p>Possibilities to create customized reports by using FoxFire (licence has to be purchased separately).</p> <p>Most users appreciate quality and diversity of reporting.</p>
<p>Implementation/ Training/ Support **</p>	<p>Several commercial offices also implement, provide support and training in different countries and languages.</p> <p>Training is 9 days for users, 3 days for IT and 3 days for Administrators, and is available in different languages.</p> <p>Web site contains a lot of information such as: live support (bugs and update tracking), training schedule and partners, user groups, etc.</p> <p>User feedback for this aspect of product varies from good to bad.</p>
<p>Technical capabilities ***</p>	<p>Uses a Visual Foxpro or SQL Server database.</p> <p>System can be used in stand-alone or client/server function.</p> <p>For Foxpro version, backup is included in the package.</p> <p>With the SQL version, backup is done through SQL.</p> <p>System tracks connections, loggings and transactions, and has an Audit Trail report.</p> <p>For inter-branch networking, additional software, provider 2X, is required (free up to 5 users, otherwise at \$1,000/year). Option available to work in decentralised mode.</p>
<i>COST SUMMARY</i>	
<p>Range of user budgets (See User Surveys for detailed budget)</p>	<p>Implementation (license, training, installation) budget: min \$1,300 – max \$5,000. Most users have the FOXPRO version.</p> <p>Hardware and Telco Connection: min \$1,500 – max \$11,000</p>

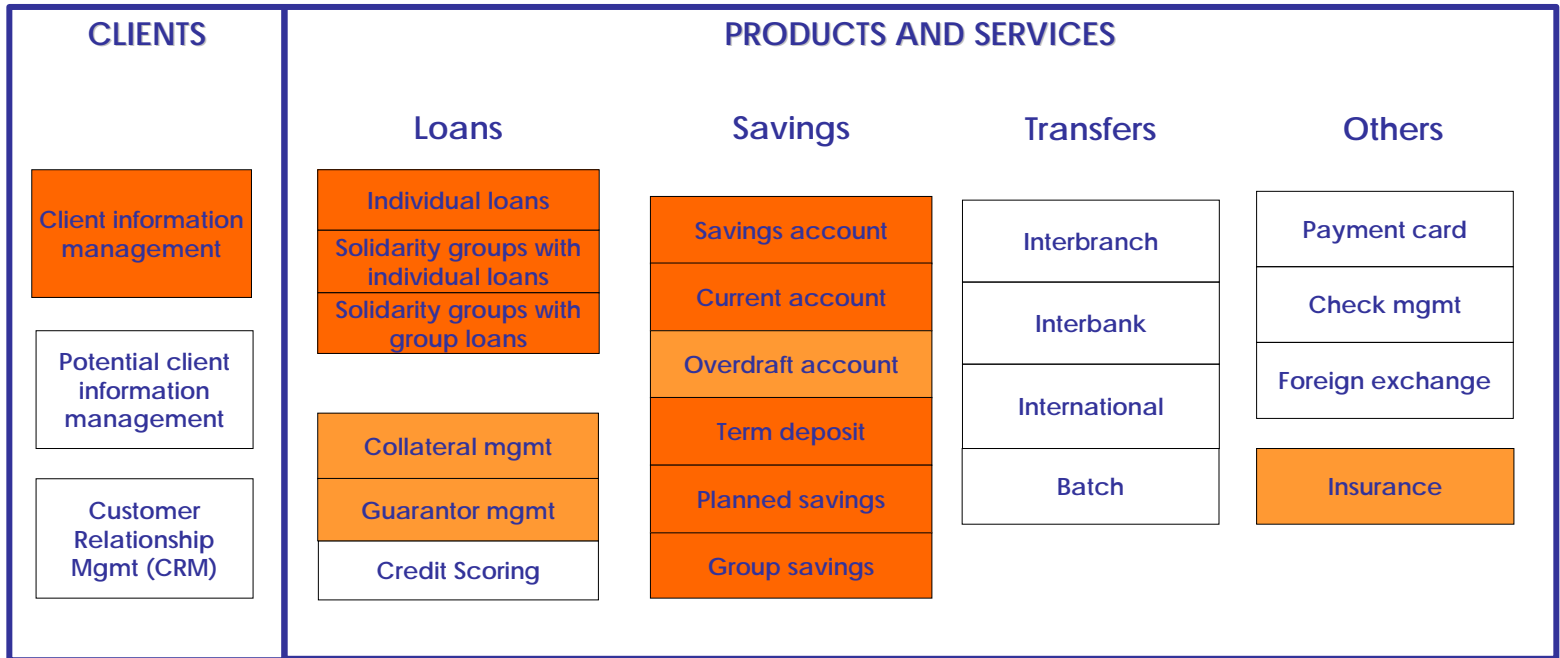
Standard cost		Comments				
License	Free Per user	if < 500 clients \$900 Single user \$1,600 5-users \$2,200 12-users \$3,000 20-users - SQL Server				
Implementation fees	Package	+/- \$4,000				
Training	Per day Per person	\$300 if on site \$500 if in Kampala				
Maintenance	% of License	20% of License per year				
Pricing Cases (details in RFI)		# of Clients	# of Users	# of Branches	% Urban/ % Rural	Price
Case 1: MFI with Loan, Deposit, Domestic Transfer Products		100,000	220	50	50/50	42,600
Case 2: MFI with Group and Individual Loan Products		40,000	60	20	20/80	20,400
Case 3: MFI with Individual Loan and Deposit Products		15,000	45	10	80/20	16,920
Comments: Cases 1&2: For LPF SQL – need to add MS SQL licence price. Case 3: FOXPRO version.						

Features covered by Loan Performer

DELIVERY CHANNELS



FRONT OFFICE



LEGEND

Function not covered

Function covered at less than 50%

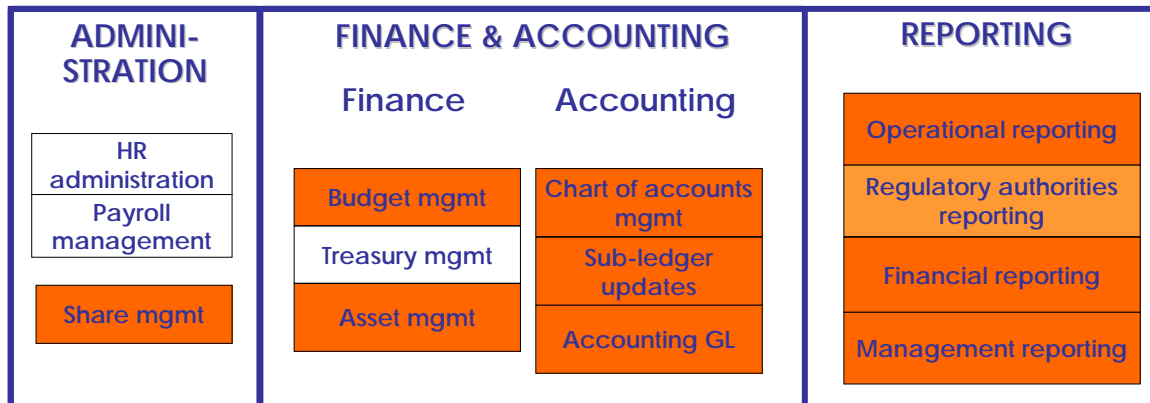
Function covered between 50 and 75%

Function covered at more than 75%

Function covered by additional module

Function covered by partner software

BACK OFFICE



NETWORK

