GIEOM

software that drives
enterprise productivity

NMB

| Customer Case Study | National Microfinance Bank | Standardisation of Operations, Customer Service Improvement |

Founded in 2012, GIEOM is the world leader in Enterprise Productivity software products. GIEOM creates software that enables process-driven organizations to increase their operational efficiency, accelerate digital change management, and optimize compliance adherence. We achieve this by producing tools that enable our customers to reduce the risks, inefficiencies, and delays associated with human-driven processes.

GIEOM is an ISO 9001:2015 certified company and enjoys the confidence of over 50 Financial Institutions in more than 40 countries.

Operating Procedure Standardisation	Content Access Frequency	Error Rates & Rework
ACHIEVED	ACHIEVED	REDUCED
100%	60%	30%

National Microfinance Bank

National Microfinance Bank Plc (NMB) is one of the largest commercial banks in Tanzania, providing banking services to individuals, small to medium sized corporate clients, as well as large businesses. It started initially as a payments and small finance bank and later became a fully-fledged universal retail bank.

A network of more than 150 branches located in more than 80% of districts distinguishes NMB from other financial institutions in the country.

It is a privatised & listed institution, with a part of its shareholding (49%) held by a consortium led by the Coöperatieve Centrale Raiffeisen-Boerenleenbank B.A. ('Rabobank Group').

" GIEOM is helpful especially when I want quick reference of procedures and self-paced core banking system trainings "

End Users' Feedback

" GIEOM acts as a user-friendly repository of operations documents for the Bank "

Project Owner

▶ Business Problem

Due to its size, the Bank was facing a number of operational challenges. There was lack of process standardisation. There was no system for dissemination of information on operational processes & procedures to staff. Non-availability of clear work instructions and guidance to correctly use the IT systems was leading to errors in transaction processing, especially loan processing. Also, there was no mechanism to notify changes in policies & regulations to staff, and to ensure that these were read and correctly understood. Customer service was getting hampered considerably.

▶ The Solution

GIEOM was selected as it offered a holistic solution to meet the Bank's requirements. All the operating procedures were converted into GIEOM's graphical and easy to understand format. This enabled the business users to clearly visualise the work paths and get precise activity & task level guidance. Interactive simulations of all IT system operations were created and published in GIEOM. Users could conveniently learn and practice the IT operations applicable for their specific roles. GIEOM features for user notifications, acknowledgements, trainings, assessments and reporting dashboards were also implemented.

▶ The Result

All operating procedures have be standardised and deployed in GIEOM. Content access frequency is over 60 %. Transaction error rates and rework have been reduced by about 30% within 6 months. At branches, customer complaints have reduced and customer feedback has been positive. Further, high levels of user engagement have yielded valuable new feature ideas such as process map interactivity, user notification enhancements and user-group conversations for process improvements. These have been incorporated in the product roadmap and some have already been delivered.