

## Case Study

# MCREDIT VIETNAM

### Overview

Mcredit Vietnam is a consumer finance company established in March 2016 with only 10 employees. By December 2016, the company grew to 150 employees and launched installment loan and cash loan services. Since launching, the company has sustained regular revenue and employee growth. They now has over 2,000 employees. After nine months of operation, they have over 40,000 customers. From day one, they have used ProcessMaker as their business process management platform.

### Solutions

Before their business was up and running, Mcredit Vietnam sought a light-weight BPM solution with flexibility that would enable them to scale quickly. They had a very aggressive business plan that required the right solution in order to see that plan to fruition. A prepackaged solution was not right for them; their solution needed to adapt to their needs as they grew.

Mcredit began with ProcessMaker's open source solution, seeking IT help from the ProcessMaker team as necessary. However, they very quickly realized that the enterprise edition suited them better. They wanted full access to support and additional features such as Service Level Agreements Manager, Advanced Performance Monitor Dashboards, and reporting tools.

Compared to their competitors, Mcredit was able to implement a new product and adapt it to business changes much faster. Additionally, their overhead IT costs are much less expensive than their competitors thanks to the ability to easily customize ProcessMaker and thanks to



**Customer:** Mcredit VietNam  
**Sector:** Finance and Banking  
**Employees:** 2,000  
**Users:** ~800  
**Cases:** Over 30,000 monthly

#### Highlighted Integrations:

- ECM (Alfresco)
- ESB (WSO2)
- Mcredit's core banking system
- In-house satellite systems

#### Highlighted Processes:

- Installment Loan
- Cash Loan

*"When we decided to move forward with ProcessMaker as our BPM solution, our IT department approached ProcessMaker to build a core system for managing business workflows and internal operation workflows. We successfully designed and developed our two most important processes based on ProcessMaker's community version. Within the next five months, we needed to expand our processes in accordance with our business demands. We decided ProcessMaker Enterprise was the logical upgrade due to its enhanced features, capabilities and, most importantly, the real-time support we could get from ProcessMaker's professional services team."*

**Chau Nguyen, Project Manager &  
Kien Nguyen, SBPA**  
Mcredit Vietnam

the ease with which it can be integrated to other solutions.

If they knew then what they know now, Mcredit would have sought ProcessMaker's support much earlier in the process. With the aid of the ProcessMaker team, they were able to complete the build of their processes much faster.

## ProcessMaker Use at Mcredit

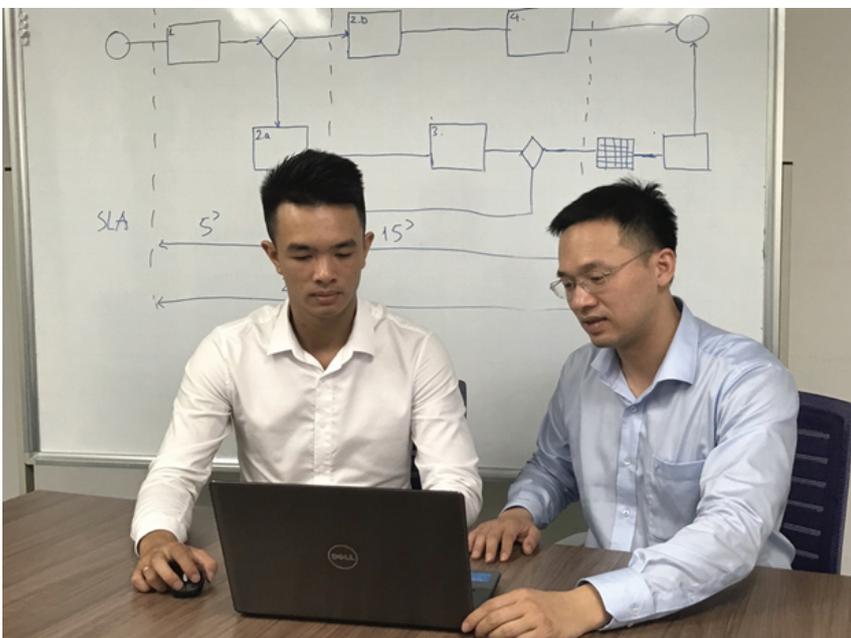
ProcessMaker is used across various departments at Mcredit, including appraisal, sales, operations, and MIS for reporting purposes. This allows all employees to monitor and manage important KPIs (key performance indicators) and SLAs (service level agreements). Nearly 50% of the Mcredit workforce (800 out of 2,000 employees) currently use ProcessMaker on a regular basis.

Because Mcredit was able to draw a direct correlation between their implemented processes and company growth, the entire company has responded positively to the adoption of ProcessMaker.

## Processes

Mcredit's two core processes, Installment loan and Cash loan, are very critical to Mcredit's business plan. When a customer applies for a loan, Mcredit staff inputs customer and loan information directly into DynaForms in ProcessMaker. The case is then pushed to the appraisal department to make the decision on whether the customer should be approved or not. All associated tasks are completed within ProcessMaker.

In the future, Mcredit plans on introducing new processes while optimizing the ones currently in place. Their goal is to reach full BPM maturity using ProcessMaker to create an ever more efficient workflow.



## About ProcessMaker

ProcessMaker is a leading Workflow and BPM software suite that makes it simple for companies to automate form-based approval driven processes and interconnect existing company systems. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to automate their processes. ProcessMaker is available in 17 different languages and has been downloaded over 1,000,000 times.

[Download ProcessMaker Now](#)

## Contact

ProcessMaker Inc.

Tel: +1-617-340-3377

Email: [info@processmaker.com](mailto:info@processmaker.com)

For more information visit

<http://www.processmaker.com>

<http://facebook.com/processmaker>

<http://twitter.com/processmaker>