

Established in 2019, Vector FinSoft is a Fintech software company that specialises in an end-to-end loan management platform called FoxHub. It developed the core software platform and additional modules all in-house at its headquarters in London, UK.

## Case Study



Vector Finsoft started working with Bridge Help in mid 2020 to assist in developing a solution for their business using FoxHub.

## The Company

**Fraser Bridging Capital t/a Bridge Help is a bespoke finance company that specialises in offering the best bridging loan solutions for investors in land, retail, commercial and buy-to-let properties in the UK.**

The company was founded on the principles of providing exemplary customer service, that ensures all expectations in the loan journey from start-to-end are met.



### Target

Reduce workflow complexity and improve line of sight of the borrower and funder status during the lifetime of the loan.



### Processes

Multiple software programs, excluding a CRM.



### Technology & Integration

Basic IT infrastructure

## Overview

The company were looking for a platform that would serve many purposes, including a CRM to capture all the relevant sales information, tracking the underwriting and completion process from a workflow and document perspective, as well as track the borrower and senior funder positions throughout the life of the loan.

**Vector Finsoft were quick to establish Bridge Help's requirements and put together a bespoke solution using FoxHub.**



## Countdown

- Review requirements
- Propose implementation
- Execute install and training
- Schedule upgrades
- Offer scalable solutions

# The Problem

Bridge Help identified that during the underwriting and pre/post completion process of lending money, it was an administratively heavy exercise and generated a significant amount of documentation. Managing the workflow and storage of all the documents was a time-consuming task and was vulnerable to errors.

In particular, there were workflow issues in the creation and organisation of loan offers and documentation tracking during the loan journey.



Sam Wood, Loan Director

# Results

**“I can see a future where I can manage loans from my phone, instead of slaving through 14 hour days chasing missing documents and trying to get hold of sales staff to get an update on deal progress”**

Sam Wood - Loan Manager, Bridge Help.

**100%**

Top 3 requirements met

“The top three requirements FoxHub easily met were:

#1 Provide an easy to follow deal tracking process

#2 Create a single repository for document storage

#3 Make loan management easy”

**“Not only will FoxHub do what you need it to do for your business, it’s backed up by a professional, capable team that is committed to helping you get the most out of your business.”**

Sam Wood - Loan Manager, Bridge Help.



# Solution



Vector Finsoft listened carefully to the requirements and how Bridge Help wanted to conduct their business. The team then tailored FoxHub to fit the business, including the use of FoxHub LAMS, FoxHub CRM and FoxHub Portal modules. Vector Finsoft’s support team then steadily worked with Bridge Help to on-board the new platform and ensure their business ran smoothly through the transition.

01

## Workflow Automation

Automated features assisted in time intensive tasks including calculating monthly interest and issuing statements

02

## Software Integration

All aspects of loan management are now all linked to each other reducing potential data entry errors and helps to preserve data integrity

03

## Quality Data

The experience of a robust system in comparison to earlier workflow processes, provides confidence in generating more accurate and dependable information.

04

## Training & Support

Vector Finsoft’s background experience in lending adds a proper business perspective and understanding during onboarding and setup.

# Final Step

At the time of print, Bridge Help had just implemented FoxHub and would further receive support and assistance to grow their business through the FoxHub platform.