



CASE STUDY

FINTECH SOFTWARE CASE STUDY

Based in London, UK Vector Finsoft develops new loan management platform for parent company Vector Capital, resulting in commercial growth and public release of FoxHub.



PREPARED FOR:

Commercial Insight

Vector Finsoft

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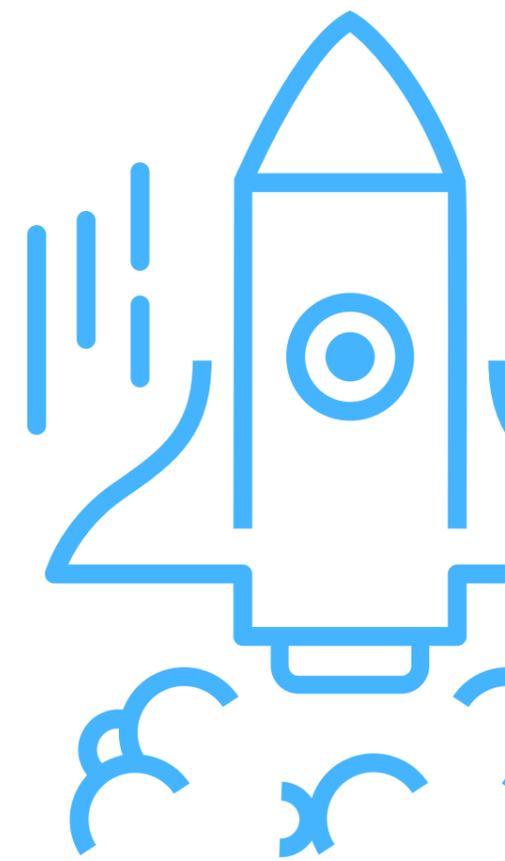
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We built a loan management platform from a real world finance business. It has been developed by UK engineers here in the UK and led at the front by experienced finance lenders. No matter how small you are, or how big you want to grow, we understand.

01 The Company



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. The company offers its software commercially in the UK to lenders of varying business size.



Established in 2019, in London by Lenders

Yes we have clever developers and engineers, however, our development leadership came from experienced lenders.



Developed in the UK

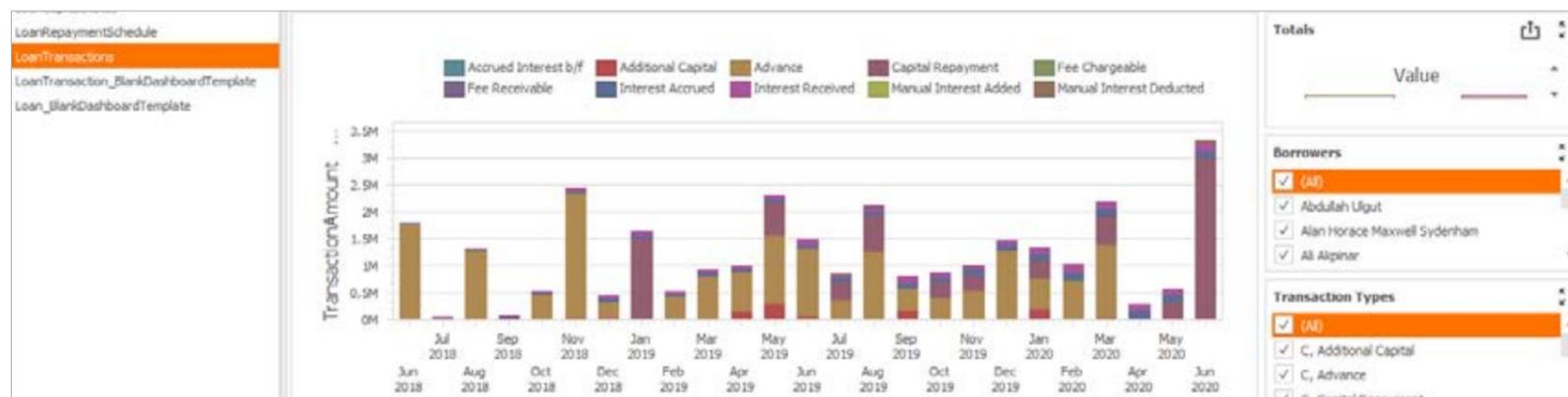
The jewel in the crown for our customers is that our team is based in the UK, making it easier for deployment and support.

WHERE IT BEGAN

Vector FinSoft developed FoxHub on the understanding that small to medium-sized lending businesses require to be more efficient than ever before, with a critical focus on improving workflows, account transparency and cash flow status.

The team first turned to their parent company, Vector Capital, to establish an understanding of real-world business needs. Their research and the insight provided by the senior lending team, gave solid direction in which workflows and processes needed to be improved.

The research also helped the team understand the necessary features and software systems that would benefit businesses in the future of finance lending.



Next, the team looked at the technology that would underpin the software's capability of providing a seamless experience and ensure all business data was secure.

Their R & D identified that the latest Cloud Technology and UK servers would be best for the software service, providing fast processing speed and real-time accessible data.

OVERVIEW

FoxHub is the very latest software offered by Vector Finsoft and provides a fully scalable end-to-end solution for managing all aspects of a loan journey. The loan management platform capability is further expanded with a built in CRM, Portal and Accounts module, that combine to drive a lending business.

The two modules FoxHub LAMS and FoxHub Accounts can be offered separately by Vector Finsoft.

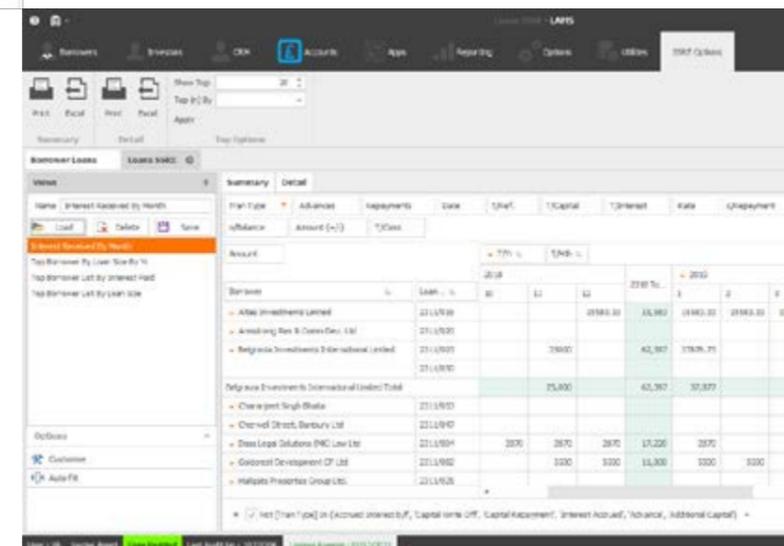


01.1 Software requirements

We asked what Lenders wanted, and the answer was simple. Make it a one stop shop.

01.2 Technology requirements

Future proofing is not just a trending expression. It is what has become expected in the commercial working place.



02 The Client

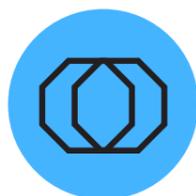
Vector Capital Plc (VCL) is a finance specialist for land and property development, bridging loans and secured business finance. Operating in the UK and Europe for 20 years, the company is highly respected delivering competitive products and professional service. The company recognised their growth was being restrained by their loan application journey, which had become labour intensive and paper heavy. The process involved many checks, approvals and due diligence that slowed the application process down, which in turn reduced time invested into developing the business and chasing sales.

The team pointed out several areas they needed software to improve their business.



Workflow

- Require a simplified system, from application to redemption
- Assist account managers with automation features
- Improve transparency of cash flow status



Software & Integration

- Connect with 3rd party software - SAGE
- Access to a CRM to view all transactions
- Scalable for business growth



Connectivity & Technology

- Maintain data integrity and safety
- Allow multiple company connections
- Provide scalable connectivity to brokers and clients with permissions



FINDINGS

Approaching each area of concern, Vector Finsoft broke up the loan application journey to understand each process separately and what was expected.

Their findings showed a common thread, which was that they needed to improve the efficiency of all processes by simplifying the complexity of having too many moving parts and relying on manual user due diligence.

The inefficiencies had contributed to delaying a loan application and costly errors and misunderstanding of current business cash flow status. What's more, opportunities were being lost as there was not enough time to quickly modify products for brokers or ascertain the company's position to offer business to clients.

Confidence in adopting a new system and technology was also a factor to consider, especially in terms of data security and handling. More so, ensuring that whatever was chosen needed to handle business growth and provide scalable solutions.

Simplify the complexity

Reduce human error

Improve transparency

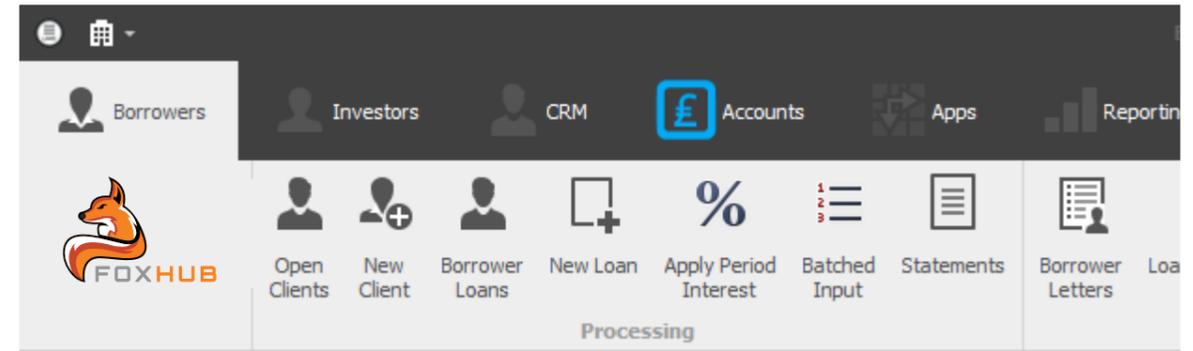
Provide opportunities

Future proof business

Simplify loan management with confidence

03 Solution

FoxHub core module was implemented along with the FoxHub CRM, FoxHub Portal and FoxHub Accounts modules to meet the business requirements of Vector Capital, paying attention to providing seamless integration and workflow between all processes, business connections and account relationships.



THE ONE STOP SHOP

In principle, Vector Capital required a one stop shop, a platform that integrated all aspects of loan management and finance into one easy and intuitive system. FoxHub addressed all requirements, offering Vector Capital the opportunity to improve the full process of managing a loan application that had become complex requiring many approval steps and transactional oversight. Through Foxhub's workflows, the burden of having inadequate software or applying a manual process, was quickly rectified while making it easier to comply with internal policies and FCA regulatory requirements. FoxHub did this with the addition of CRM and Portal modules, which empowered the business to expedite the loan application and encouraged new brokers and clients to work with them. And from the back end, the FoxHub API connection to SAGE gave Vector Capital access to their cash flow status to enable them to make operational decisions more confidently.

Workflow automation

From initial application through to redemption, FoxHub guides the account manager with auto prompts, tasks and transaction history to keep the application progressing. There are no more spreadsheets or clunky processing, saving countless hours.

Software & Integration

Using FoxHub CRM and FoxHub Portal modules deliver the extra control needed for full transactional oversight by the account manager, broker and client. The added advantage has been the development of API to integrate with programs like SAGE correctly.

Connectivity & Technology

FoxHub was built on a cloud computing service to provide real-time synchronous data to all stakeholders, backed up by servers in the UK. Using the FoxHub Portal module, brokers and clients can remotely access the data required.

→ 01

- Increased productivity with enhanced workflow
- Reduced application hold up with progress auto-prompts and prompted approval stages

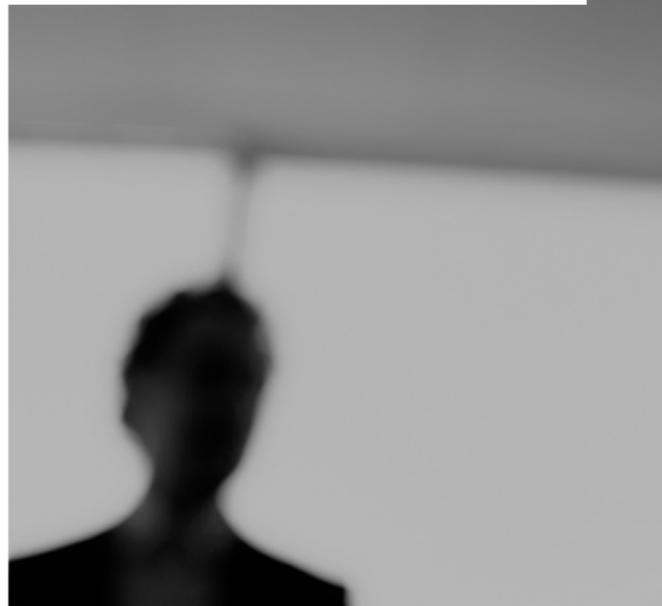
→ 02

- Access to all accounts transactions, reducing premature taxation payments
- Missed payments are tracked and lender alerted to allow fast remedial action

→ 03

- Brokers able to submit and monitor all of their accounts
- Clients can track loans and monthly statements

04 Results



In early 2015, Vector Capital undertook the advice of Vector Finsoft to use FoxHub as their new loan management platform. Backed with training and support, the team quickly adapted to the new technology and embraced the latest cloud computing service culture. Confidence snowballed and after five years of using the program, the results of changing to FoxHub were self-evident and had allowed the company to scale up.

EFFICIENCY

200%



Workflow

Vector Capital quickly recognised that the time they were saving in loan management, there was an upward trend of application conversion and opportunity to scale up, requiring half or more FTEs to do so.

GROWTH

33%



One Stop Shop

From implementation, Vector Capital began to capitalise on FoxHub's strengths and features, leading them to offer new products and work with many more brokers. For the first five years, they averaged a 33% YOY loan book growth.

300% ↑

Relationships

The FoxHub Portal gave seamless connectivity to their stakeholders that they had only dreamed of before. It instantly changed their relationships and business model, enabling their stakeholders with transactional oversight and reporting. It continued to spur confidence in their products and operations, attracting more brokers and clients. Importantly it allowed access to auditors and investors to specific data sets required, to meet regulatory expectations, including audit trails.

\$4M+

First year

Vector Capital had been operating nearly fifteen years before using FoxHub, with an average growth rate for their loan book volume to be 8%. However, in the first year of using FoxHub the company reported a boosted 50% increase, which stabilised averaging 33% YOY to 2019. While other factors can be considered in the company's success and growth, most of it can be attributed to the platform and its effect on socio-cultural change within the business.

100%

Cashflow Transparency

Understanding the cashflow status can be a challenge for most businesses, however, Vector Capital was surprised that FoxHub delivered a full line of sight in a few clicks. Further, in answering one of their critical criteria, FoxHub developed an API to connect their SAGE Account software, which seamlessly connected their business finance to the lending transactions making it easier than before to manage accounts and create reports.

100%

Secure Data

From being new to cloud technology, the company was soon comforted to learn that having real-time access to multiple users provides accurate synchronous workflows. Users were able to work remotely from the office, enjoying high speeds and confidence that data integrity and safety was second to none. Not once over the five years did they experience data control issues held on UK servers that have a high failover safeguard and a 99.99% SLA rating.

05 Final Step

If you are a startup, small or medium-sized lending business requiring a loan management platform that offers a one-stop shop solution tailored to your needs, consider Vector Finsoft. We've taken the hard work out of being in finance, by developing a platform based on our knowledge of being a lender - like you.



FoxHub Solution

- FoxHub LAMS
- FoxHub CRM
- FoxHub Portal
- FoxHub Accounts

Next Step

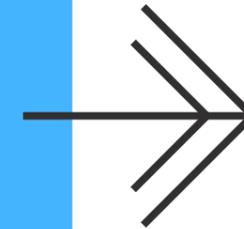


Our team understands the investigative journey to decide which platform is right for your business. We encourage you to seek our counsel and we will happily answer your queries, as well as provide a proposal that may include customisable solution.

Contact Vector Finsoft:
020 8191 7615 | mail@vectorfinsoft.com

WHY CHOOSE FOXHUB BY VECTOR FINSOFT?

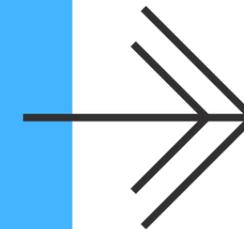
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5 years of operational experience

Vector Finsoft has successfully demonstrated that FoxHub platform is robust and highly capable in five years of operations, and comes with a strong support team.

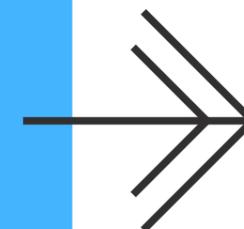
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Customised and scalable solution

FoxHub comes standard with FoxHub LAMS (loan application management system), which can be expanded to include modules FoxHub CRM, FoxHub Portal and FoxHub Accounts, providing business flexibility to scale up operationally when they are ready.

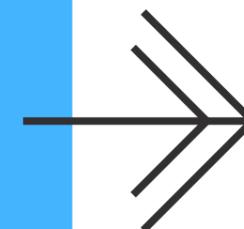
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Developed to return best ROI

Our origins are in the business of maximising our investment in lending. We understand the direction businesses want to head and have developed software that empowers them and drives their business forward.

04



Comprehensive support

From deployment support to post-sales support, Vector Finsoft has businesses covered to ensure they are not left alone. We also continually develop upgrades to the software and our service, so our customers enjoy the best user experience and mitigate technology vulnerabilities.

≡ VECTOR



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