

# Success Story



imagine, build, deliver...

## Industry

- Banking & Finance

## PAN Product/Service

- Consulting
- System Design
- Development
- Testing

## Technologies

- Microsoft Development Framework
- XML
- SQL Server
- IIS

## Achievement

- Integrated people, processes and computing systems for faster loan application processing
- Reduced administration costs
- Improved Customer responsiveness

## Police Credit reduces costs and speeds loan application processing



Police Credit

### Customer Background

Police Credit offers a wide range of financial services to various sectors of the community – the Victorian Police Force, Emergency Services, the Health Industry and Government Departments.

Police Credit is a 600 million dollar organisation.

### Business Challenge

Winning new business in the highly competitive banking and finance industry requires fast, efficient outreach to customers. One area where Police Credit realised it could streamline operations was in the processing of loans, which involves the ongoing exchange and handling of loan documents between Police Credit and prospective customers.

To streamline loan application processing – reducing administrative costs and also making the Credit Unions services more attractive to customers – Police Credit wanted to replace its manual document workflows with electronic processes that supported online completion, submission and approval of loan applications.

The system, called pc.easyLoans, enabled Police Credit to integrate people, processes and computing systems which resulted in faster application processing and improved responsiveness to customers.

### Results

Police Credit has experienced a marked increase for loan applications over the web.

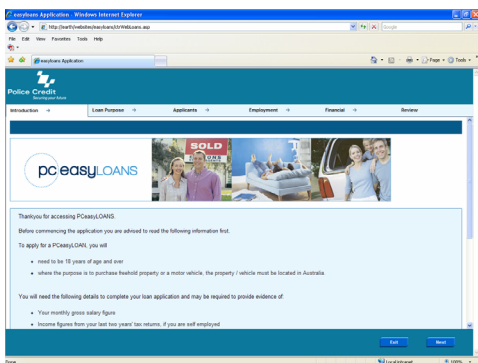
According to Police Credit surveys the following user acceptance levels have been achieved:

- 95% of users stated that the system was “good-excellent” in terms of ease of use
- 93% of users stated that the system was “good-excellent” in terms of speed
- 100% of users stated that the system was “good-excellent” in terms of following a logical and sequential order
- 98% of users stated that they would recommend the system to other members

### Solution

PAN Software was contracted to design, develop and implement a web based loan application system to streamline the loan application process.

For more information on Police Credit please visit: [www.policecredit.com.au](http://www.policecredit.com.au)





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## Contact Us

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## About PAN Software

PAN Software is a specialist software development, consulting and integration company based in Melbourne, Australia.

We specialise in building innovative custom business systems that are reliable, scalable, secure and human friendly. Our approach is to use our proven methodologies, coupled with our enthusiasm, to provide best-of-breed solutions at a cost-effective price.

## Our People

PAN Software consultants come from a range of industries and provide a breadth of knowledge across business strategies, processes and market trends. Coupling industry with technology expertise, PAN Software Consulting offers you business solutions to deliver your unique requirements.