A leading bank in Tanzania powers digital lending and 80% faster onboarding with Core, Lending & Digital Channel transformation

Tanzania, Africa | eMACH.ai Core Banking, eMACH.ai Lending and eMACH.ai Digital Engagement Platform

Client overview

The Bank is one of the leading financial services providers in Tanzania, Islands of the Union of Comoros, Republic of Djibouti and Uganda and is Tanzania's first international bank.

Challenges

The bank was looking to transform its banking from product-centric, manual operations with process inefficiencies to customer-first, digital banking, in order to enhance customer experience, improve operational efficiency, and drive business growth.

Solution

TECHNOLOGY INNOVATION

- All offerings eMACH.ai Core Banking, eMACH.ai Lending and eMACH.ai Digital Engagement Platform are built on the **latest composable architecture leveraging Events, Microservices, API. This enables the bank to create new products faster.**

- **New product variant can go live in 1-2 days vs months** earlier due to composable architecture

- **The bank now has the ability to design, develop and test** composed user journeys

TRANSFORMATION HIGHLIGHTS

- **Only bank in Tanzania to offer fully digital onboarding** in just 3 minutes.

- **40+ charges automated, preventing revenue leakage and saving 2,400+ man-hours per month** by eliminating manual charge collection.

- **Direct biller integration via GePG** eliminated aggregator commissions

- **Seamless school fee payments and improving payment transactions** within 2 months of go-live.

- **100% straight-through processing (STP)** for SWIFT inward payments and a 3x increase in SWIFT outward payments (from 5 to 15 per hour).

- **Real-time KYC, blacklist screening, deduplication,** and fingerprint match via integration with National Identification Authority (NIDA).

- **The Bank enables customers to make fixed deposit bookings and domestic payments in TZS and USD.** One of the few banks offering GePG services along with a regular portfolio of bill payments and school fee payments.

- **Direct integration with billers via Government Electronic Payment Gateway (GePG) for school fees** & utility bill payments, eliminating aggregator commissions.

- **87 new payment scenarios enabled,** expanding transactional capabilities.

- **Integrated third-party wallets** for everyday transactions.

- **View of complete loan portfolio, view of amortization & repayment schedule and repayment of installmen**t are all available on the app with Digital alerts to the customer for activities

REGULATORY COMPLIANCE

- **Automated EOD & regulatory reporting** in minutes

- **Real-time AML checks, risk scoring & profiling,** and NIDA-based verification enhance security.

- **The bank is able to manage NPA better** through digital loan management app

DELIGHTING CUSTOMERS IN THE BRANCH

- **10-minute physical account opening,** down from 1-2 hours.

- **Customer 360° insights & suggested cross-sell empower staff** to deliver faster, more accurate service.

- **Automation-driven branch operations, including cash automation,** SI automation, real-time service request tracking, and enhanced limit management.

- **Improved payment processing,** enabling each branch to handle 2,000+ transactions daily.

Metrics at a glance

3-Minute Digital Onboarding for retail customers, reducing steps by 75% and cutting onboarding time by 80%, saving 3,600+ man-hours monthly.

15% increase in accounts opened digitally, reducing dependency on branch visits

75% reduction in onboarding steps & 80% reduction in onboarding time

23% increase in monthly customer onboarding.

800+ person-days saved annually through automation.

31% growth in deposit portfolio

Higher profitability with 38% ROE and an improved Cost to Income ratio

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