

Case Study | SMERA Ratings Ltd Implements Nelito Systems' Integrated Rating Management Solution (IRMS)



SMERA Ratings Ltd (SMERA), a Division of Acuité Ratings & Research Limited is a full service credit rating agency exclusively set up for micro, small and medium enterprises (MSME) in India and has grown to rate SME, mid & large corporate. It provides ratings which enable MSME, SMEs, Corporates to raise bank loans at competitive rates of interest.

It was incorporated under the directive of the Government of India and approved by Ministry of MSME, Gol for PCR Scheme of NSIC. SMERA is an integral part of the ecosystem SIDBI has built for MSMEs in India. SMERA has pioneered SME ratings in the country and has till date completed over 52,000 ratings across sectors and geographies.

Key facts

- **Organisation:** SMERA Ratings Ltd (SMERA)
- **Parent:** Acuité Ratings & Research Limited
- **Location:** Mumbai, Maharashtra, India
- **Industry:** Credit Rating
- **Founded:** 2005
- **Company Strength:** 100
- **Supplier:** Nelito Systems
- **Solution implemented:** Integrated Rating Management Solution (IRMS)

SMERA selected Nelito Systems for design, development and Implementation of Integrated Rating management system (IRMS).

The Software Application caters to:

- a) CRM for Lead management, Mandate management
- b) Workflow Management to manage the process flow
- c) Centralized Data Repository to maintain and manage the Customer data for various financial years

Nelito Systems Ltd. is an Indian financial technology company, that provides software technology solutions and services for Banking, Financial Services, Micro-Finance and Government verticals globally. Formed in the year 1995, Nelito has over 400+ Banking Clients and 25+ Microfinance and Non-Banking Finance Clients in 19 countries across 4 continents.

Some of the factors that prompted SMERA to select Nelito were that it understood the functional and non-functional requirements in detail, and was in a unique position to bring-in significant value addition to the project based on their rich experience in Solutions Design and Implementation for Banking Industry worldwide.

SMERA approached Nelito with a **set of requirements**. Some of the key ones were:

- Mandate / Instrument Management and Performa / Payment Management
- Documents Screening and Handover Management
- Central Information Data Management
- Configurable Rating Engine and Scoring Models
- Rating Note Management and Rating Committee Management
- Rating Letter and Rationale
- Surveillance and Renewal Management
- Integrated Applications - CRM and Core Rating Application
- Centralized Rating Repository and Configurable Company Data Templates (Financial and Non-Financial)
- Configurable Rating Workflow and Rating Model Configurator
- Dashboards and Activity Alerts
- Integrated Document Management System
- Standard Reports and Query Builder (Configurable MIS)

The project had few **implementation challenges**;

- Off-shore Development & Implementation
- Creating Rich User Interface for handling complex financial data
- Developing Seamless workflow for case handover from business team to operations team with limited exposure to sensitive data
- Development of configurable rating engine/model and data input templates (Financial/Non-Financial)

Some of the **Implementation highlights** of the project were:

- Technology: Asp.Net, C#.Net, SQL Server 2012 Enterprise Edition, Web Services
- Usage of in-built document management system (DMS) for storing all kinds of documents required for rating process
- Development of well-structured rating note (40+ pages) within a click
- Preserving of data value along with formulas during financial data entry
- Flexibility to save provisional / actual / projection financial data for a single financial year

Following were the **benefits achieved** by SMERA Ratings;

- Automation of Standardized Rating Process Workflow
- Use Standardized Rating Models across the organization
- Centralized Tracking/ Monitoring/ Controlling of the Rating Process
- Auto generated Alerts/ Emails for timely follow up
- TAT Definition and Auto TAT violation alerts
- Easy and fast generation of Rating Note