



# Platcorp accelerates pan-African growth with Mambu

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## Case Study

Platcorp Holdings



**Platcorp Holdings, founded in 2003, aims to bring access to financial services to the financially excluded and underbanked. Over the past two decades Platcorp grew to become a major microfinance funder that provides affordable and sustainable financial services in East and Southern Africa.**

In 2014, already established in Kenya, Tanzania and Uganda, Platcorp was eager to reach new African markets and to help more people and small businesses access the financial support they need, exactly when they need it.

To do that, the team launched a greenfield business called Premier Credit. Unlike all prior entities that were running on a legacy core platform, Premier was established on Mambu’s ultra-scalable, resource-lite cloud platform.

This move enabled Premier Credit to automate processes, significantly cut IT costs and increase efficiency through innovation. Thanks to this success,

Platcorp recognised the business need to harness the cloud to standardise systems and move all its businesses to Mambu.

“It was a real revelation in terms of how far solutions for microfinance had developed since we first started in 2003. The startup cost is low, there are no restrictions on user numbers, and no need for investment in hardware. This was refreshing and exciting, and completely changed how we do things,” says Simon de la Rey, COO at Platcorp Holdings.

Established in <b>2003</b>	<b>15</b> subsidiaries	<b>2+ million</b> customers	<b>5.5 million</b> loans disbursed
<b>250 million</b> USD portfolio	Active in <b>6 markets</b>	<b>11,000+</b> employees and agents	Deployed on <b>AWS</b>

# Challenge

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Premier wanted to automate its loan management process and grow operations while still providing high-touch services to its customers. The team needed a flexible, API-enabled platform that offered scalability, on-demand reporting, mobile accessibility and excellent customer service.

Mambu implementation took three days, and Premier went live in less than two weeks. The team was able to automate most of their backend processes, save costs on IT and develop several innovative applications to reach greater efficiency.

Across its parent group, Platcorp, however, other entities (like Platinum Credit) were still working off a core platform that was not scalable and did not allow it to grow geographically. Staff manually drew credit reports, and verification and uploading of accounts, creating bottlenecks that compromised efficiency. There were no standard APIs and the team worked off processes that were vulnerable to human error with many breaking points.



The high-cost and inflexibility of our legacy system was creating a roadblock to expansion. We wanted to harness the cloud, to transform our core business, to enhance our portfolio and make entry into new territories faster and more commercially viable. We saw that it was possible on Mambu, and so we decided to migrate.

**Simon de la Rey**  
COO at Platcorp Holdings

When Premier Credit in Kenya launched a product called SupaKwik, the team had no idea it would become their key product. SupaKwik seeks to cater to unforeseen immediate working capital needs designed for customers whose businesses have verifiable daily cash flows, such as the MamaMbogas.

The MamaMbogas are women entrepreneurs in Kenya who run small grocery stores usually found on the side of the road. They start working early in the morning, which is when they take out a SupaKwik loan to pay for their stock. And even before the end of the day, MamaMbogas can start repayments.

# Solution

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Platcorp knew Mambu could facilitate a smooth digital transformation, while integrating various country and business operations. The group led five separate migrations across multiple countries (Kenya, Uganda and Tanzania) and institutions (e.g. Platinum Credit, Platinum Private Lending).

The team developed screens to enable bulk postings and efficient payments processing. Platcorp built customer statements to calculate payoff balances with repayments initiated directly from the application using bank APIs.

“To standardise all platforms, we needed to migrate to Mambu,” states Edith Nyaga, Head of Innovation and Development at Platcorp Holdings.

“We had a small team of six dealing with almost 18 million records at the time. Mambu supported us and assisted during the process. The planning took a few months but the migration itself was fast and involved minimal disruption.”

## Impact

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### Utilising Mambu to track non-financial performance and impact

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- Platcorp utilises Mambu as an impact and ESG data repository for all customer and product data. This includes, but is not limited to, gender, age, rural/urban location, etc. This allows Platcorp to analyse its portfolio against these key criteria to understand different demographic dynamics and performance.
- Storing data associated with loan usage enables Platcorp to better understand what its products are used for. For instance, the team tracks different loan categories (e.g. agricultural, education, medical, manufacturing) and analyses how they change over time. The result is a more detailed portfolio data analysis and better understanding of customers, as well as improved ESG and impact reporting system and processes.

### Reduction of environmental footprint

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- Mambu helps Platcorp to reduce its environmental footprint through the digitalisation of systems and processes, improvements in efficiency and reduction in personal requirements. This leads to less usage of paper and lower emissions from reduced travel requirements.

# Results

Mambu is now the single source of truth across the business allowing easy integrations and standardisation. Mambu's unique composable approach means that all Platcorp's entities can pick and choose the building blocks and connectors needed to assemble its proposition, all with cloud-native delivery.

"Everything is now streamlined and online. With Mambu we have the flexibility we need to configure the platform to specific regional needs. All the tools and functionality we need are right there in the UI to help us," Nyaga adds.

Since switching to Mambu in 2017, Platcorp has fast-tracked growth in Kenya, Uganda and Tanzania, and successfully launched in South Africa, Lesotho, and Zambia.

According to de la Rey, "Entering new markets is traditionally capital-intensive. Margins are tight especially during start-up, before demand is established. Mambu has changed all that - it gave us a lean-machine infrastructure from which to scale quickly and keep operational costs down. This makes entry-models more sustainable and accelerates ROI."

Platcorp's credit-line includes SME financing, deduction at source and asset backed financing and its value is built on speed. All Platcorp's entities provide funding instantly and transfer funds by mobile phone-based money transfer services such as Electronic Funds Transfer (EFT), Posta Pay or M-Pesa.

The implementation of Mambu and automation of systems helped the organisation review its business model, processes and products, allowing it to identify gaps.

"Without doubt, Mambu has strengthened our competitive edge," confirms de la Rey. "We can accommodate more risk margins and still keep customer pricing low. All of our employees have access to Mambu, and not being charged per licence has meant significant cost savings. "Mambu helped make our services better too. Customers can now apply for loans, see their credit history, authorise repayments and monitor live transactions online and in real time."

## Benefits

### Speed

Turnaround time from loan application to disbursement was reduced significantly. Platcorp is now able to originate, approve and disburse loans instantly, with competitors unable to match this proposition.

### Efficiency

The business saves about 100000 man hours each year due to the automation of processes and systems, which increases efficiency and allows the team to focus on customers.

### Transparency

Customers can apply for loans, see credit history and monitor transactions in real time. They can pay back loans via MPesa - payments are identified and verified automatically.

### Cost savings

All of the employees have access to Mambu. Not being charged per licence has meant significant cost savings and low IT resource requirements to maintain the platform.

### Innovation

Through APIs, Platcorp can create and amend products quickly and simply, scale and integrate with other apps.

Mambu. Where modern financial experiences are built.

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