



ESPERANZA
INTERNACIONAL

30 AÑOS SIENDO MÁS QUE UN PRÉSTAMO
30
ANIVERSARIO

Esperanza Internacional Revolutionises Microfinance with Mambu and AWS

CASE STUDY





Esperanza Internacional, a non-profit microfinance organisation based in the Dominican Republic, was struggling to provide loans efficiently due to a legacy system that was costly and outdated. The on-premises solution required transcribing content from physical loan files, and managing loans and reporting on customer data was manual, complicated, and time-consuming.

To advance the capabilities of its organisation, Esperanza Internacional turned to AWS Partner Mambu. Working with Mambu and AWS, Esperanza Internacional migrated to digital, cloud-based operations to significantly improve their loan processing speed and agility. Moving to Mambu's cloud banking platform led to dramatic improvements in management efficiency, access to data and reporting, and the ability to expand the breadth of their services.

Seeking a Stronger Foundation to Aid Economic Empowerment

For the past 30 years, [Esperanza Internacional's](#) mission has been to free families from poverty and share the Hope of Christ. Their comprehensive approach includes providing communities with access to capital, preventative healthcare, education, and financial services. A large part of their work is providing micro and small business loans to entrepreneurs and families outside of the formal financial sector. They see potential in their borrowers, and invest in the dreams of those who are under-served and unbanked, and ready to be equipped with tools to move them toward hope-filled futures.

Fulfilling its mission was difficult with a legacy loan management system that was only accessible on site and managed by a single person. The system didn't allow mobile uploads, so loan applications were completed on paper in the field and entered manually back in the office. This made it slow and costly to review and approve applications. Similarly, data needed to be downloaded by the system developer for reporting, so reports were often outdated and difficult to use. As the organisation grew, it needed a way to track loans

that were in default, and to track the non-financial services that they offered. The existing system couldn't handle these activities, so Esperanza Internacional adopted separate solutions that didn't connect with each other. This made it difficult to understand who the organisation was serving and how to improve their offerings.

Esperanza Internacional investigated several solution providers and [Mambu](#) appealed to them for a number of reasons. Throughout the evaluation process, Mambu was responsive, enthusiastic, and readily available to answer questions. Utilising cloud capabilities from [Amazon Web Services \(AWS\)](#), Mambu's SaaS, cloud-native, API-driven banking platform provided the flexibility to select only the lending engine, rather than requiring a big-box solution that cost more and wouldn't be fully utilised. With nearly 30,000 possible product configurations, Mambu's selection allowed Esperanza Internacional to build the technological ecosystem including specific components with the right functionality and flexibility to meet Esperanza Internacional's needs.



Redefining Microfinance for Sustainable Loan Management

Leveraging Mambu's expertise in finance operations and following a collaborative integration strategy, Esperanza Internacional migrated to the SaaS solution within six months, a process that can typically take years. The move included migrating data to a digital format that offered features to input and consolidate data more easily. The migration also facilitated data sharing between Mambu and Esperanza Internacional's existing third-party systems.

Mambu's feature-rich, flexible lending engine helped Esperanza Internacional configure new products for their customers using low-code or no-code APIs to develop and test features securely and efficiently, at scale. Mambu's cloud-based engine, powered by a variety of AWS services, provided Esperanza Internacional with lending, payment, account, and transaction solutions in a versatile, agile way.

A composable module approach running on **Amazon Virtual Private Cloud** (Amazon VPC) let Esperanza Internacional repurpose and reuse components for continuous innovation at a low cost. Mambu's use of **Amazon Elastic Kubernetes Service** (Amazon EKS) to deploy containerised applications enabled Esperanza Internacional to create and distribute new loan products faster than ever before.

Real-time data pipelines and streaming applications built with Amazon Managed Streaming for Apache Kafka (Amazon MSK) facilitated the upload of Esperanza Internacional's loan application data. To ensure data was handled efficiently and securely, Mambu's solution included **Amazon CloudWatch** to monitor service performance and reliability, and **Amazon GuardDuty** to detect and prevent security issues.

Maximising Operational Efficiency and Loan Availability

By migrating content from loan files to the cloud and consolidating data across its services, Esperanza Internacional transformed its ability to access and gain insights from data. A customised, accessible interface and process automations improved operations across the board. Access to Mambu through connected solutions on mobile devices accelerated the creation of loan applications and assisted access to client information. The ability to automate loan documentation using open-source APIs

reduced disbursement preparation time from two hours to two minutes. Increased access to data across loan applications and related documents enhanced financial tracking and transparency, and expanded features for the digital loan files, such as profile photos and signatures for better identification, reduced fraud. Better reporting provided increased visibility into time spent on loan processing activities, enabling Esperanza Internacional to identify areas to further improve processes and maximise efficiency.

Accelerating Business Growth and Customer Care

In addition to optimising their loan operations, Mambu's solution helped Esperanza Internacional expand the breadth of their other services. New loan types were created through no-code business logic and rules. By adding data points to client profiles, Esperanza Internacional can now track recipients of healthcare and other non-financial services to evaluate service coverage and effectiveness. A survey integration lets

Esperanza Internacional solicit customer feedback to better understand their customers and create new products to drive customer satisfaction.

Rebecca Harver, MFI Digital Transformation Specialist for Esperanza Internacional, notes:

"Because of Mambu, we can reach more people more efficiently with a higher quality of service and expanded product offerings."



Continued Success with an Innovative Partner

As one of the first financial institutions in the Dominican Republic to use cloud services, Esperanza Internacional has set a precedent for implementing sophisticated technology to help customers. Esperanza Internacional has grown with Mambu since implementation and continues to benefit from their collaboration. They work together to find new ways to digitise and automate processes and are working towards integrations for credit scoring.

Mambu's frequent releases of new features bring opportunities for Esperanza Internacional to expand products and services, and Mambu's tech support facilitates Esperanza Internacional's continued growth and innovation.

Harver concluded:

"Because of Mambu, we can reach more people more efficiently and with a higher quality of service and expanded product offerings."



About customer

Esperanza Internacional's mission is to free families from poverty and share the Hope of Christ. As part of the Hope International network, their commitment is to invest in the dreams of families in the world's underserved communities as they proclaim and live Gospel, providing access to capital, health and education programs, financial services, and technical assistance and financing for personal shelter.



"Because of Mambu, we can reach more people more efficiently and with a higher quality of service and expanded product offerings."

Rebecca Harver, MFI Digital Transformation Specialist, *Esperanza Internacional*



AWS services used

Amazon
MKS



Amazon
VPC



Amazon
EKS



Amazon
CloudWatch



Amazon
GuardDuty



Benefits



Reduced loan disbursement preparation time from two hours to two minutes



Reduced loan processing and approval time to six days



Increased reporting accuracy and efficiency



Increased loan distribution to 12,000 loans/year following implementation

“The relationship with Mambu and their customer support is outstanding. Even though we’re one of their smaller customers, they always treat us with care, listen to our needs, and help us overcome any challenges.”

Rebecca Harver, MFI Digital Transformation Specialist
Esperanza Internacional



About the **AWS** partner

Mambu is a SaaS, cloud-native, API-driven financial services platform designed to power financial innovation, bring solutions to market faster, and drive down cost barriers. Mambu aims to provide a platform for anyone who wants to create better financial experiences, and works across a range of domains such as personal lending, business lending, mortgages, trade finance, and digital wallets. It serves financial institutions of diverse sizes such as banks, credit unions, microfinance, and fintechs, and also non-financial institutions that want to offer financial services.

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