



Zambia
Breaking the barriers to Finance
Creation:2011 / #Clients:10,000 clients / Portfolio: \$ 1M

A Zambia where economic opportunities for the poor enable them to improve their livelihoods, move out of poverty and be equal members of society.

The partner

AMZ microfinance was created in 2011 with the objective of bringing the best financial services to the most vulnerable populations of rural Zambia. AMZ focuses on using the best-suited processes and products to secure their long term financial health while creating a dynamic, professional, value-based organization.



AMZ operations are performed according to a very strict socially oriented code of conduct. It includes strong policies to avoid over-indebtedness, dignified and respectful treatment of clients, collection practices guaranteed without harassment, a clear stand against any type of discrimination on any basis, and transparent and responsible

pricing.

OpenCBS and AMZ

Since its inception AMZ used another existing provider. In March 2015, this provider stopped operations and maintenance for its users. AMZ had to migrate urgently to another solution and chose OpenCBS as a replacement. The decision has been taken mid-march 2015.

The whole migration process took less than 2 months and was concluded by an onsite mission from our team to secure the transition of the 4 offices of AMZ. Today AMZ is using the system smoothly and OpenCBS continues working on additional functions.



Key achievements

- *Fast migration. The whole configuration and migration of AMZ from their former solution to OpenCBS took less than 2 months.*
- *Customized business logic. The schedule generation as well as the repayment logic has been customized to fit the real interest practice used by AMZ*
- *Consolidated reporting. AMZ is operating in 4 different branches with limited access to Internet. Their consolidated reporting system has been configured to allow head office management to have a clear overview on portfolio performance.*

What's next?

- *Tablet applications. Android application will be developed to allow AMZ field operators to record client information on the field; saving significant time and increasing efficiency.*
- *Accounting configuration. OpenCBS system will be configured to allow AMZ to progressively transition away from their current accounting system and operate exclusively with OpenCBS.*

What they say...



“I would recommend OpenCBS to any greenfield MFI that looks for high quality interaction and professional results. We have found the team is very capable, responsive to find solutions to the problems we encountered during migration and eager to think outside the box and simplify processes”.

Olga Torres. AMZ CEO

Working with OpenCBS has greatly improved our efficiency in terms of reporting and communication with the branches. When I compare the previous MIS that we were using, OpenCBS has brought a lot of excitement because a number of customisations have been made to suit our operational needs. In terms of support, I must say the team has been professional and quick to respond to our queries. I would not hesitate to recommend Open CBS to any Microfinance organisation”.O’brian Njebe, AMZ COO



It was a refreshing change to work with an MIS company that was willing to adapt the systems to our operations, rather than the operations having to adapt to the MIS! We found working with OpenCBS extremely easy and fast paced. The fact that they were always willing to adjust to our work plans was also a huge plus. All is all, OpenCBS is a fantastic collaborator and an asset for financial services companies. Tanmay Chetan, AMZ Board member.