



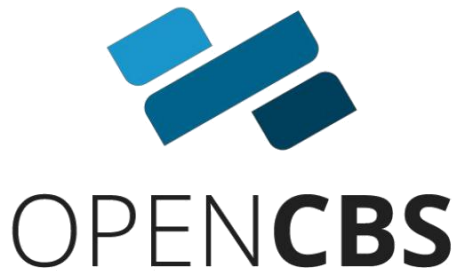
*Québec city, Canada
Training and Start-up funds for Canadian entrepreneurs
Creation:1997 / #Clients: ~876 clients / Portfolio: \$ 876 K*

The partner

Since its inception in 1997, Fond d'emprunt Quebec has provided credit services to Canadian entrepreneurs without access to traditional financing facilities. Fond d'emprunt Quebec (FEQ) is a social business focusing on developing entrepreneurship in the communities of Quebec city.



FEQ has the conviction that entrepreneurship is a skill which can be learnt like any other. To this end, since 2004 FEQ also provides training in business start-up and business plan building. Thousands of Canadian entrepreneurs and future entrepreneurs have already attended these sessions.



FONDS
D'EMPRUNT
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Le Fond d'emprunt Québec and OpenCBS

For 3 years, FEQ used one core banking software to manage its activity. Unfortunately, in the beginning of 2013, this provider increased their maintenance cost to a level FEQ was not able to afford. Deprived of adequate system support, FEQ had to look for a new software.

FEQ contacted OpenCBS to transition their system to our solution. The whole process of configuration, data migration, training and implementation was performed in less than 1 month and a half in total. In the end FEQ was back up and running with an efficient system and fully dedicated maintenance services allowing them to keep operating smoothly without additional stress caused by their technology provider.

Key achievements

- ***Efficient setup and migration. The roll-out of the system took less than 45 days in total.***
- ***Extensive report configuration. FEQ has high requirements in terms of reporting regulations; OpenCBS designed all the reports for FEQ to save time in generating and sending paperwork.***
- ***Custom Internal forms. The integrality of the internal documentation of FEQ related to credit is now generated automatically from the OpenCBS system.***

What's next?

- ***Customization of interest accrual and repayment methodology. In order to fit FEQ's practices and improve the quality of the financial service provided to the clients.***
- ***Online Loan Application. To help FEQ be more responsive to loan applications submitted by entrepreneurs, OpenCBS will built a web platform allowing the fund to give an answer to all submitted loan requests in one day.***

What they say...

The team of OpenCBS has been of great help when we were struggling with our previous MIS system. Their high quality services and affordable cost fit perfectly our need. Then, they have been very responsive on each of our requests for adjustments and additional developments.



Choosing OpenCBS as our new loan management software has been a good decision and we hope our relationship to keep on being as fruitful for both our organizations in the years to come.

Aina Rakotoarinivo, Director of Fond d'emprunt Québec