

“NLS helped us go from zero to 60 in a very short period of time.”



Situation

In kicking off Confianza's operations earlier this year, founder Marco Lucioni needed a way to efficiently originate and service consumer loans. In short, he needed a competitive edge.

“We wanted to quickly build a business that could take advantage of operational efficiencies while meeting the needs of the growing micro-loan market,” said Mr. Lucioni

With this mission in mind, Mr. Lucioni set about searching for a loan management system. “During an interview with one of the loan software companies, we discovered their program couldn't do some of the things we needed and they told us to check out Nortridge. We liked the NLS system from the moment we saw it because of its loan administration system and its ability to help our office go 'paperless.' It allows us to attach electronic documents to the CIF and keep them separate from the loans. NLS also gave us the ability to create our own workflow and to print checks automatically.

“We were impressed with how these functions tied right into the core software program and its integration with any accounting system.”

Scope of Solution

NLS was implemented at Confianza as a hosted solution in mid-2006 with five “seats” (concurrent users). As a hosted application – or Software as a Service (SaaS) – NLS is hosted and maintained at a secure, world-class datacenter located in Phoenix, AZ. Via this option, clients pay a monthly fee, instead of an upfront license, to get access to NLS from anywhere they have a computer and a broadband connection.

“The fact that we could run NLS on a hosted basis sealed the deal for us. We didn't want to incur an upfront investments or to build an IT staff.”

Results

“NLS has helped a small firm like us go from zero to 60 in a very short period of time,” said Mr. Lucioni. “We're up to 100 loans per month with a system that makes our processes flow smooth and flawlessly. We use NLS to its full extent, for both our front office and our back office. In terms of loan origination, we get a quick turnaround. We can make loan decisions within 24 hours, in a very comprehensive and quick manner.

“Since implementing NLS, we're much more efficient, especially in maintaining our customers' files. When customers call us – whether they've lost a receipt or have questions about their account – we have the information at our fingertips. We no longer have paper in our office and the level of security is much better than companies 100 times our size. We have protection from cyber theft and natural disasters. Plus, we have back-up and recovery capabilities.

“With hosted NLS, we know that we can become even more operationally efficient than we are today by sharing the application with future outsourcing partners.”



Marco Lucioni is principal and founder of Confianza, a Southern California-based micro-lender. The company originates and services loans typically ranging from \$900 to \$5,000 with six-month to 18-month terms.

Confianza is located at 6606 Pacific Blvd, suite 214, Huntington Park,, CA 90255. Telephone: (323) 581 2687.

More information on Confianza is available at: www.confianza-usa.com



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