

### Client Profile

Our client is a multilateral financial institution that mobilizes resources from international markets to Latin America, in order to provide multiple banking services to both public and private clients of its shareholder countries.

Established in 1970, in Caracas, Venezuela, it has country offices in Buenos Aires, La Paz, Brasilia, Bogotá, Quito, Madrid and Lima. Its shareholders are: Argentina, Brazil, Bolivia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, Jamaica, México, Panama, Paraguay, Peru, Spain, Trinidad & Tobago, Uruguay, Venezuela, and 15 private banks in the region.

The institution is the main source of multilateral financing of the Andean region (the northern part of South America), with disbursement commitments that amount to USD 18.4 billion over the past five years.

### Business Situation

Our client offers a great variety of products and services. Its portfolio includes short, medium and long term loans; project finance; equity ownerships; treasury advisory services; guarantees and the management of third-party cooperation funds.

Regarding the latter, our client manages and supervises the funds of other countries and organizations destined to promote programs that agree with its charter. Such is the case, for example, of the International Fund for Agricultural Development (IFAD), which seeks to alleviate hunger and rural poverty; the Technical Cooperation fund of the Spanish Economic Ministry, which seeks to invest in institutional reform, infrastructure, energy, and others; the Andean fund for energy conservation, and several more, including funding for mayor infrastructure endeavors such as roads, airports, dams and ports.

Although fund management does not represent the lion's share of the monetary resources disbursed by our client, it is an operationally heavy activity that is responsible for the largest number of transactions taking place in the institution.

Once our client approves a project or a program, it proceeds to open a file that contains all the information related to that project, including a detailed item by item execution plan, as well as resources approved for each phase of the project and the conditions under which incremental disbursements are made.

Before hiring PSL, fund management activities were performed manually, a practice which overloaded its operating resources and resulted in poor customer service and information veracity problems. In an effort to solve this bottleneck, the institution sought a software services company that could automate the fund management process through a system.

### **Business solution**

To develop the system, our client evaluated several software services firms in the US, Peru, Ecuador and Colombia. PSL was selected due to its mature software engineering practices and techniques, as well as its proven record of quality, productivity and timely delivery.

To undertake the development, PSL remotely deployed a group of specialized personnel to the client's site. They concentrated in understanding and documenting the required functionality in the software. In a parallel manner, a group of 10 software engineers were staffed full time in our Colombian Software Factory to support architecture, coding and testing.

Working closely with the client, PSL developed a system that:

- Delivers an end to end solution to log, manage and execute third party funds.
- Provides a robust and flexible platform for the management of any number of funds, programs, projects and activities, each one with different specific conditions (disbursement schedules, milestones, red-flags).
- Operates in a multi-currency format.
- Is fully web enabled.
- Integrates via web services, in real-time, with several separate systems running at our client, including different operating systems, application servers and data bases.

The system exhibits the following characteristics:

- Built on Microsoft .NET and SQL Server 2005.
- Web-enabled using AJAX.
- Made utilizing SOA practices;
- Integrated via web services with our client's core banking and auxiliary systems.



### Benefits

Once the system was deployed, it drastically lowered the client's operating load, increased customer service satisfaction and solving all data veracity problems previously generated by a manual operation.

FMS provides real time information about funds, projects, programs and activities, permitting customers, donors and the our client to track the correct use of sizable monetary resources, as well as the progress of projects and programs.

Due to this project's success, our client has expanded its relationship with PSL and has hired us to undertake several other software initiatives within the institution.