



## INFONAVIT SPEEDS UP SERVICE AND REACHES NEW RECORD IN GRANTING LOANS

### Challenge

INFONAVIT was established to help low-income citizens in Mexico acquire a home. Applying for loans, however, took citizens an average of 12 visits to an INFONAVIT office over a span of more than five months. Often, citizens had to miss work to go to INFONAVIT very early in the morning and then stand in long lines to process the necessary paperwork.

### Solution

An innovative system now manages and controls the entire housing-offer process. Using Software AG and other technology, INFONAVIT leverages existing IT assets and makes information available 24/7 to all parties via a wide range of channels, including the Internet, call centers, kiosks and the Short Message System (SMS) phone system.

### Benefits

- INFONAVIT records its best year yet in 2008, granting nearly 500,000 loans, more than double the loans made seven years ago
- Loans are granted four times faster—in an average of five weeks
- Revenue and productivity have doubled since 2001
- Past due receivables are down 75% from 15.2% to 3.9%
- Self-service channels virtually eliminate paperwork
- Citizens now make six times fewer visits to INFONAVIT offices
- Corruption is down because the loan process is much shorter



INFONAVIT is Mexico's largest home lender and also manages pension funds. The organization was created in 1972 to develop and support housing programs for low-income workers. In 2008, INFONAVIT set a record by making nearly 500,000 mortgages with lending activities totaling 152.44 billion pesos (\$11.1 billion). The government organization accounts for more than half of the mortgages made in Mexico every year. INFONAVIT is short for National Institute for Workers Housing Fund.

Get There Faster.™

**“Software AG has always been there when I needed something... I have always thanked Software AG for the quality of service and support they give us for any need we may have.”**

Victor Núñez | CIO, Quality and Innovation | INFONAVIT

### Making a major business transformation

In Mexico, employers match five percent of a low-income worker’s pay to help that citizen buy a home. The five percent goes into an account managed by INFONAVIT, a government organization. INFONAVIT grants interest on those accounts so workers can accumulate enough money for a down payment. Then INFONAVIT grants loans to these workers at a low interest rate.

In the past, it was extremely difficult for citizens to get information on their accounts and to apply for a loan with INFONAVIT. “Lousy” is how CIO Victor Núñez described the previous level of service, which lacked clear rules and transparency.

To get a loan before, workers often missed days of work to go to INFONAVIT offices to process some 30-plus documents. An average of 12 visits to an INFONAVIT office over a period of more than five months was typically needed to secure a loan. As a result, many workers went “around the system” and got loans through other means, leading to corruption.

Today, everything has changed. INFONAVIT has undergone a major transformation to fully automate the entire house-offer process, Núñez explained.

INFONAVIT’s architecture assures citizens have access to the information they need from a wide range of systems via a variety of 24/7 self-service channels.

### Information—anytime, anywhere

“The first thing we did was provide people with more information without having to come to an office,” Núñez said. “We strongly believe in self-service to the extent that we eliminated paperwork.”

A Software AG customer since 1988, INFONAVIT had built more than 20 applications with Adabas and Natural. “We like Adabas because it’s a very reliable tool, and it manages great volumes of information very easily,” Núñez said. “It is a very reliable infrastructure and also very fast, which allows us to run high-volume applications in a very agile and fast way.”

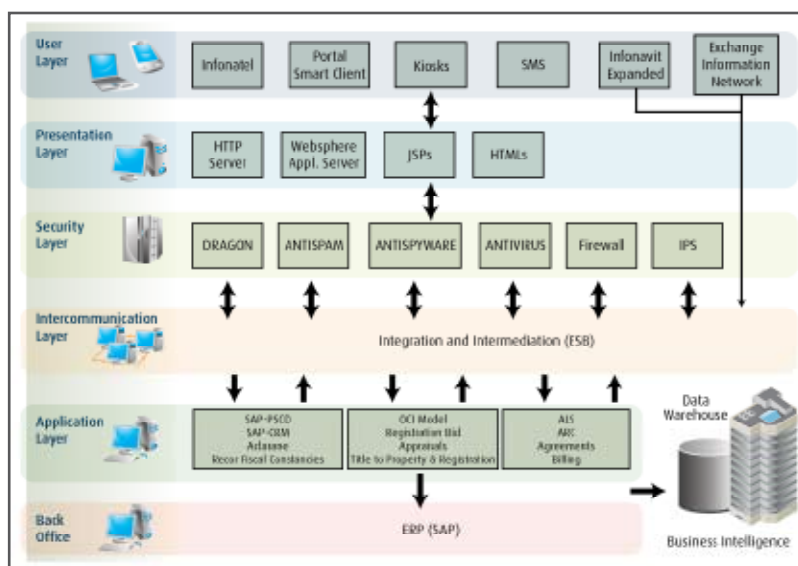
By adding Software AG’s webMethods EntireX, INFONAVIT was able to open access to Adabas/Natural tax collection and loan systems as well as the accounts receivable system, making this information securely available anytime, anywhere.

webMethods EntireX is a robust service-enablement technology that quickly turns existing application functions into services. Mainframe

business logic is exposed for re-use in other applications—either as standard Web services or as other re-usable components suitable for a wide range of applications, from Java and .NET to COBOL and SAP R/3. Mainframe applications can also transparently consume Web services from .NET and J2EE-based applications as if they were local programs.

“EntireX helped a lot,” Núñez said. “Otherwise, we would not have been able to connect all the technology and the applications we had to the diverse channels.”

Thanks to webMethods EntireX, citizens can use a wide range of self-service channels, including the Internet, short messages via cell phones, call centers and an Interactive Voice Response (IVR) system called Infonatel. That means citizens only need a phone to do business with INFONAVIT. Wasted time at INFONAVIT offices is a thing of the past. Corruption is reduced, because the whole process is faster and easier.



## Achieving immediate and measurable success

Business increased almost immediately with the automated system in place. “All of a sudden, we began to receive lots of calls at the call center and lots of Internet visits,” Núñez said. “We now have about 1 million calls per month to the call center and via our Internet site we conduct more than 10 million transactions per month.”

By automating the process, INFONAVIT has:

- Granted nearly 500,000 loans, a new all-time high
- Nearly tripled loans serviced, from 1.3 million to 3.49 million loans
- Reduced citizen visits to an INFONAVIT office from an average of 12 to two
- Reduced the average loan processing time from five months to five weeks
- Cut past due receivables from 15.2% to 3.9%
- Achieved greater clarity and transparency in the process

Additionally, INFONAVIT requires only five documents now to process a loan—versus the 30-plus from before.

## Receiving well-earned recognition

For his efforts in INFONAVIT’s transformation, Núñez has received numerous awards, including: Information Week Mexico CIO of the Year in 2003 and 2007 as well as the Innovation Award in Public Administration by the President of the Mexican Republic. INFONAVIT also received first place as the most innovative company, and Núñez was recognized by one important firm as one of the top 10 IT leaders.

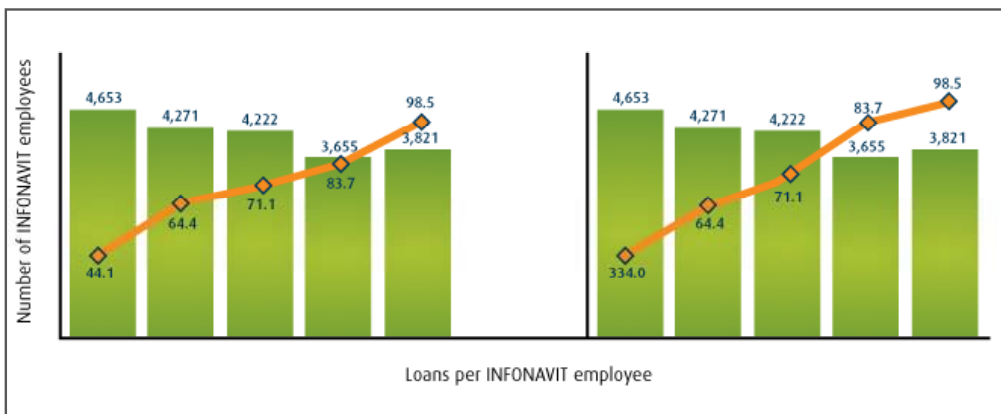
## KEY COMPONENTS

### Application Modernization

More than 20 applications at INFONAVIT were developed using **Adabas and Natural**.

**webMethods EntireX** connects existing technology and applications to convenient self-service channels, including portals, the IVR system, short cell-phone messages and call centers.

Documentation, such as images and construction plans, are scanned and stored as XML documents in **Tamino**.



Productivity has doubled at INFONAVIT since 2001. The bar chart on the left shows index of productivity per loan granted. The chart on the right shows index of productivity per loan serviced.

#### ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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