



**INTERFIN MERCHANT BANK**  
OF ZIMBABWE LIMITED

Interfin Merchant Bank  
Harare, Zimbabwe  
www.interfin.co.zw

### Industry:

Financial Services

### Annual Revenue:

US\$10 million

### Employees:

165

### Oracle Products & Services:

Oracle Database  
Oracle Internet Developer Suite  
Oracle Reports  
Oracle Forms  
Oracle FLEXCUBE

### Implementor:

Oracle Consulting

**“With Oracle Database providing a solid foundation, Oracle FLEXCUBE has surpassed our needs. Since deployment, it has played a key role in launching new products, reducing errors, improving efficiency of both employees and processes, and increasing our revenue. Oracle FLEXCUBE and Oracle Database will continue to play pivotal roles in our strategy going forward.”**

– Maxwell Revai, Chief Operating Officer, Interfin Merchant Bank

## Interfin Merchant Bank Accelerates Transactions by 50% and Shortens Sales Cycles by 80%

Interfin Merchant Bank, one of Zimbabwe’s leading merchant banks, provides customers with high quality corporate and international banking services. The company started trading in January 2000 and has experienced strong growth since then, largely due to its investment in high-quality and up-to-date applications and technology.

### Challenges

- Improve ability to manage market and customer information
- Accelerate common banking transactions, including payments, deposits, and withdrawals
- Improve response times to common customer queries about bank balances and transactions
- Accelerate time to market and improve sales and marketing
- Reduce time necessary for audit preparation
- Increase stability and security of the core database platform hosting financial information, such as trial balances, average balances, and profit and loss statements

### Solution

- Standardized on Oracle Database for storing all customer and market information
- Improved database security and stability and reduced errors by 20%
- Used Oracle FLEXCUBE to automate key core banking processes and accelerate banking transactions by 50%
- Achieved faster insight into customer information using Oracle Reports, cutting turnaround times for customer queries by 40%
- Shortened sales cycles by 80% for new Rand Money Order product by mapping investment profiles to promotions
- Eliminated human error by implementing Oracle FLEXCUBE’s best-practice automated processes
- Cut audit preparation time by 60% by using Oracle Reports to create reports required on-demand
- Increased revenue across company by more than 20% through better insight into customer and market intelligence
- Ensured compliance with banking regulations through customizable reporting