

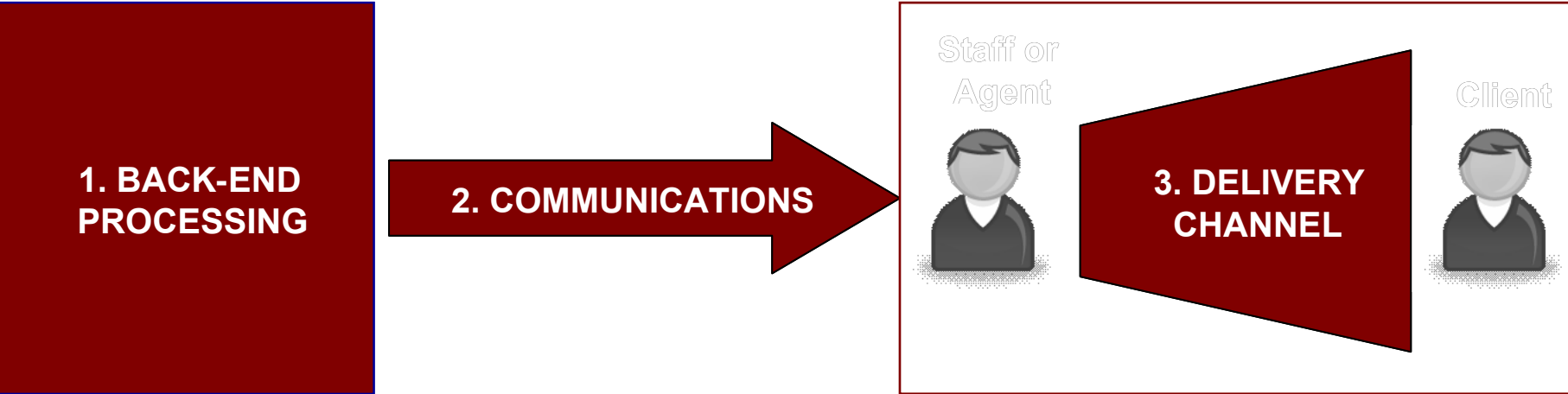


Information Systems Program

– a joint initiative of CGAP and the EU/ACP Microfinance Programme –



Where can technology play a role?



4. SUPPORT SERVICES

Finance and Treasury	Marketing / Customer Education
Product Development	Human Resources
Risk Management	Institution Infrastructure

What are the obstacles?

Training

**Local Vendor
Support**

Strategy

Focus

Expertise

Funding

**Project
Management**

IS Fund Phase I 2004 - 2007

DEMAND

MFIs need input from IS experts to help them make informed decisions.

SUPPLY

Shortage of qualified, local IS consultants available to work with MFIs.



- 60% co-funding for MFIs to help cover costs of hiring a consultant
- List of registered consultants whose basic qualifications have been verified by CGAP

IS Fund Phase I 2004 - 2007

- 88 MFI applications approved
 - 75% from small MFIs (<20k clients)
 - 53% ACP countries
 - \$882,810 committed
 - \$10,032 average grant
- 72 consultants registered
- 70 software listings
- 30 independent software reviews

Lessons from the IS Fund

- 1. Start with a stable MIS**
- 2. Get the advice of knowledgeable, independent experts**
- 3. Senior management must lead the required cultural change**
- 4. Define expected results and “success” before implementation**
- 5. Conduct a thorough cost-benefit analysis of the technology**
- 6. Use effective project management techniques**

PHASE II: IS Program

Market Intelligence

- Microfinance technology survey
- More software listings and reviews
- Resources for MFIs and consultants

IS FUND

- Expanded options for co-funding consultants
- Cultivate community of IS consultants for microfinance

PHASE II: IS Program

IS FUND

Criteria:

- **Minimum of 3,000 clients**
- **Microfinance loan portfolio more than US\$300,000**
- **2 or more years of operating history**

Submit an application at www.isfund.org or send an email to info@isfund.org.

About CGAP

CGAP is the leading independent resource for objective information, expert opinion, and innovative solutions for microfinance. We work with the financial industry, governments and investors to effectively expand access to financial services for poor people around the world.

Access to financial services – whether in the form of savings, credit, money transfers or insurance – is a fundamental tool for improving a family’s well-being and productive capacity. Our mission is to help alleviate poverty by advancing access to finance.

CGAP distributes vital industry information and research through a variety of free publications and Web sites. We work with stakeholders to set standards and identify best practices, and we provide advisory services to governments and financial institutions. Working through a network of worldwide partners, we develop innovative solutions that help financial services to more effectively serve the needs of poor people.

More information: www.cgap.org



Building Financial Systems for the Poor

Thank you!



Australia
Government
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wirtschaftliche Zusammenarbeit
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tz



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and Cooperation SDC