

The impact of digitization on The Guarantee Sector

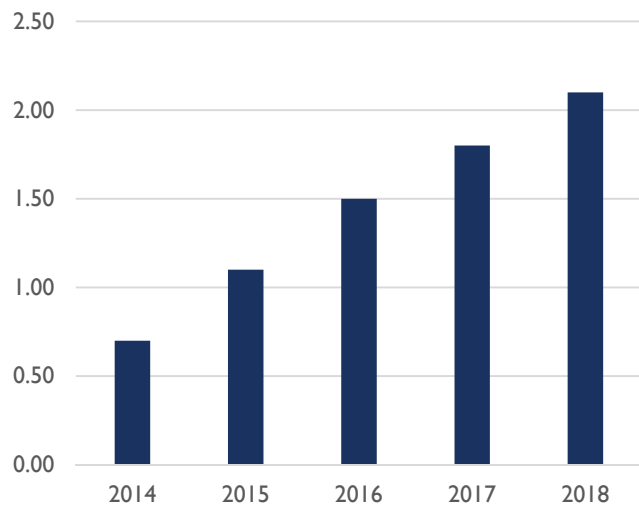
Agenda



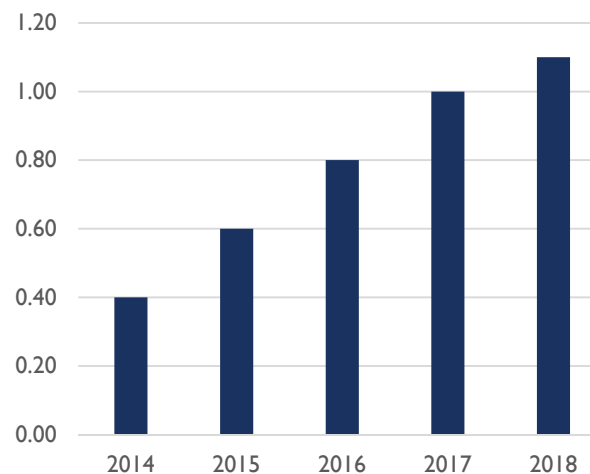
1. CCG Performance
2. Digitization: A Global Imperative
3. Digitization Strategy at CCG
4. The Impact of Digitization on CCG's Activity

ANNUAL PRODUCTION AND CCG PERFORMANCE

Annual Credit amount evolution
Billion US\$



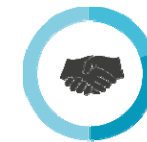
Annual guarantee SMEs production
Billion US\$



Number of loans for
SMES
35 000



Total Volume
7 BUS\$



Outstanding
3.7 BUS\$

Annual production **x 3**
In **5 years**

Global activity
SMEs + Retail & Mortgage

5.5% MOROCCO GDP

We Live in a World of Digital Revolution

- ▶ The Fourth Industrial Revolution has transformed the way we live and do business:
 - Artificial Intelligence
 - Internet Of Things
 - Big Data
 - Blockchain
 - ...

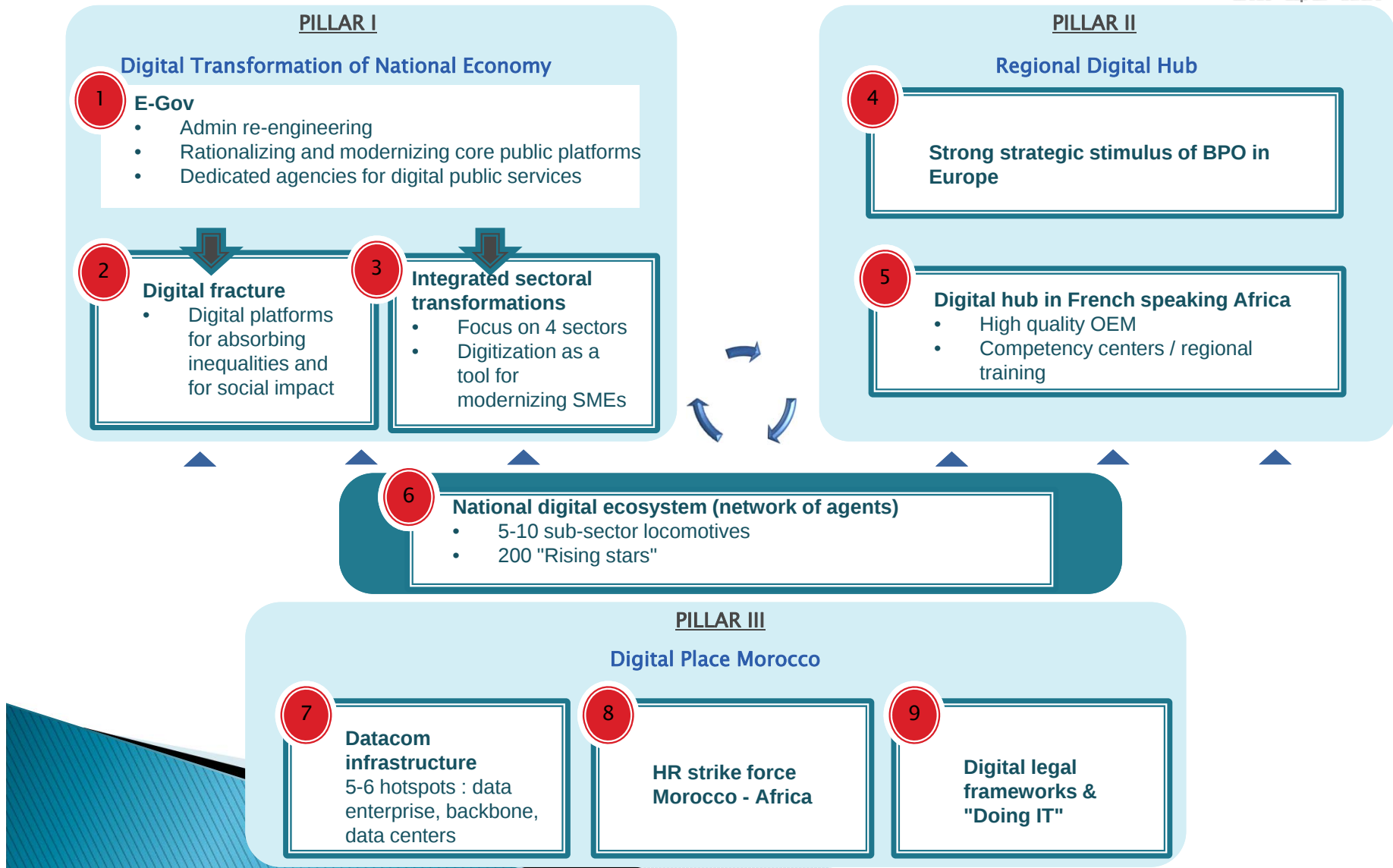


Digitization in the Business Value Chain

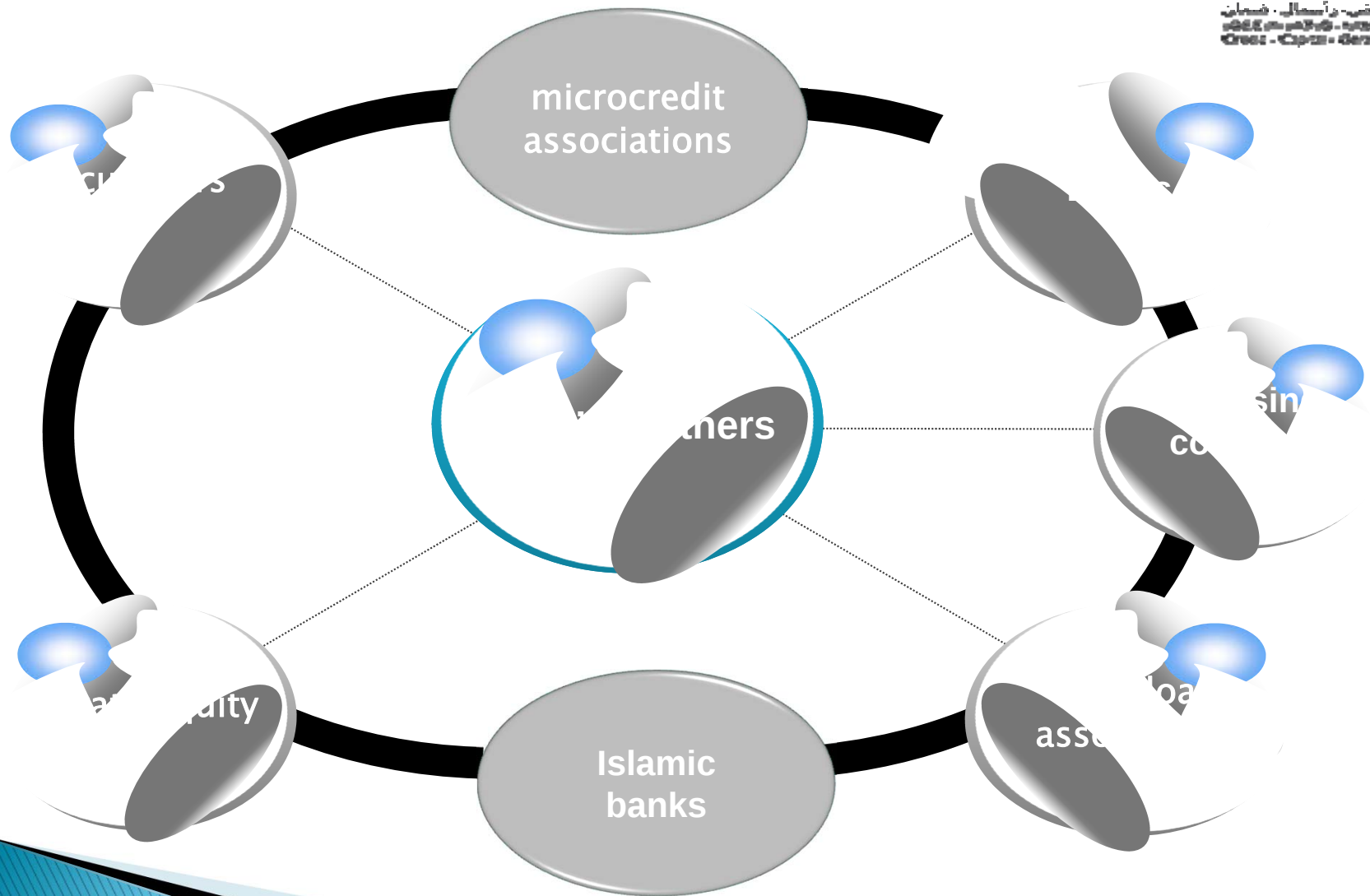
- ▶ Digitization impacts the business and its entire value chain
 - Internal processes
 - Upstream value (suppliers, partners)
 - Downstream value (customers, distributors, consumers)
 - External stakeholders



Digitization in Morocco: General Architecture of Moroccan Digital Strategy 2020



CCG: Partners



Digitization Strategy at CCG

- A large volume of guarantee data for housing loans and SMEs loans less than 125000\$ (~130 demands/day);
- A large volume of paper must be used to manage guarantee's demands;
- An important investment in human resources to serve partners more responsively.



Our choice: Digitization by Electronic Data Interchange

- improve the service provided to partners;
- accelerate the treatment of guarantee demands;
- reduce the risk of errors;
- ease the workload;
- decrease paper based operations.

Digitization Strategy at CCG

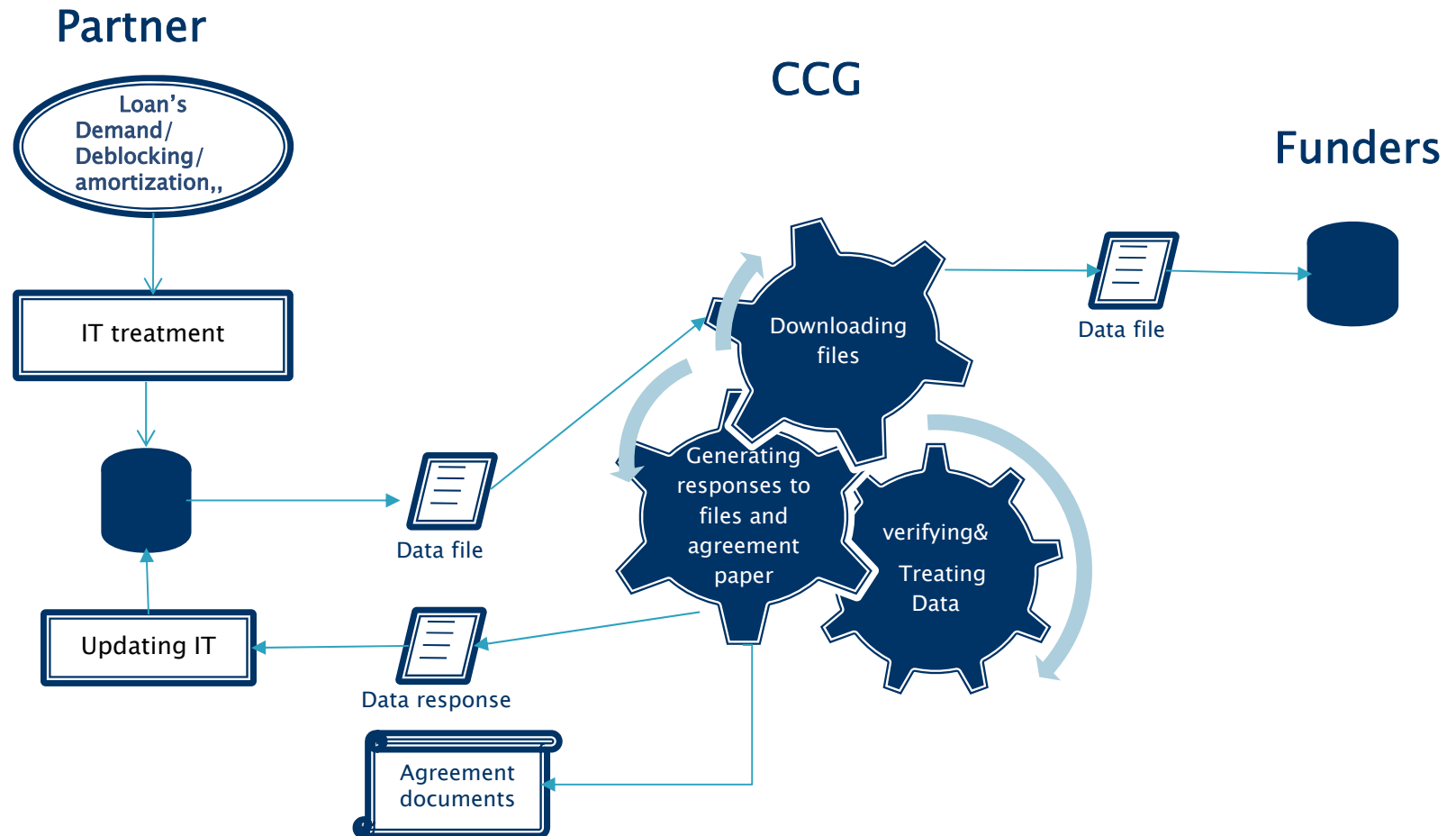


Two processes

- ▶ The Guarantee agreement with Electronic Data Interchange
- ▶ The delegation of Guarantee agreement with Electronic Data Interchange



The Guarantee agreement with Electronic Data Interchange

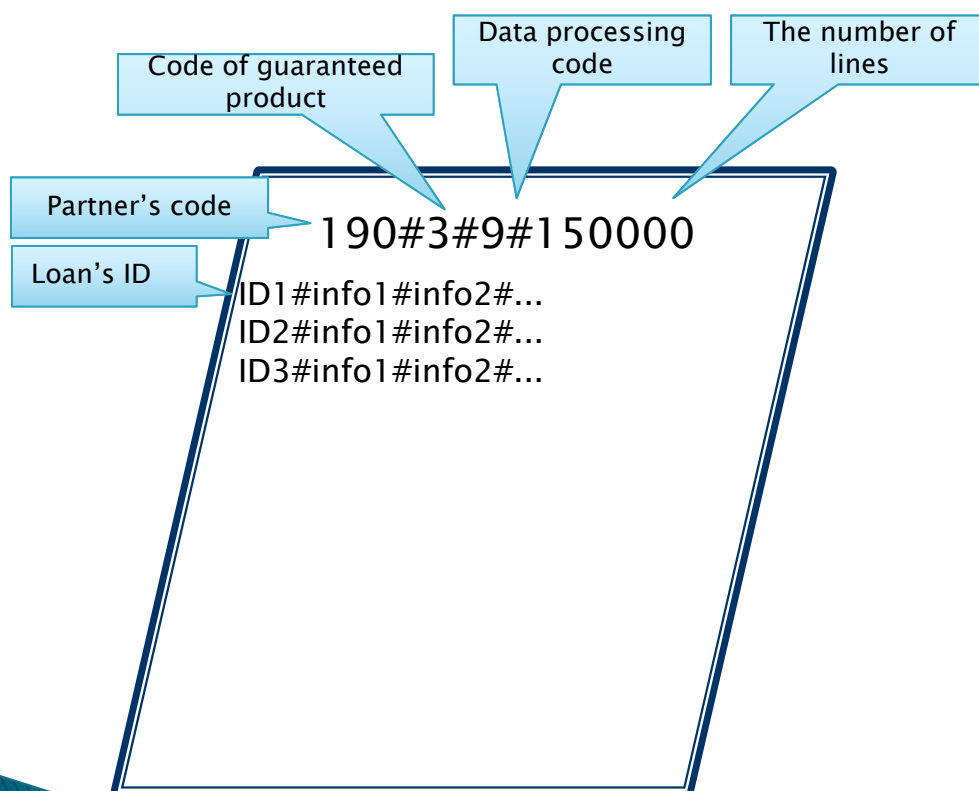


0 paper In the case of delegating the agreement

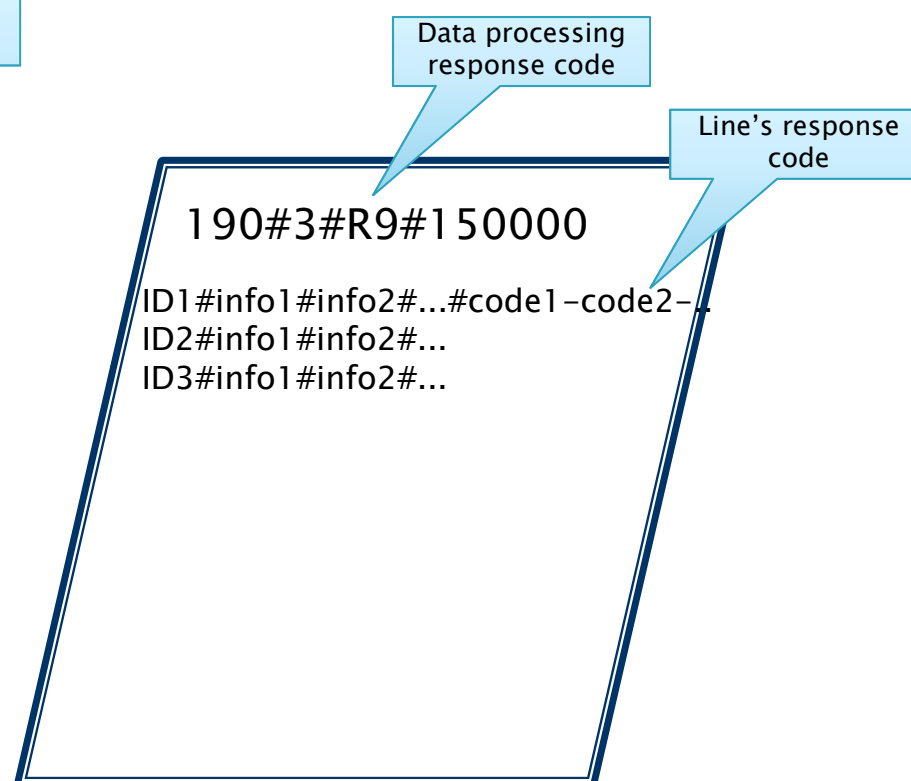
The Guarantee agreement with Electronic Data Interchange



Input File's structure



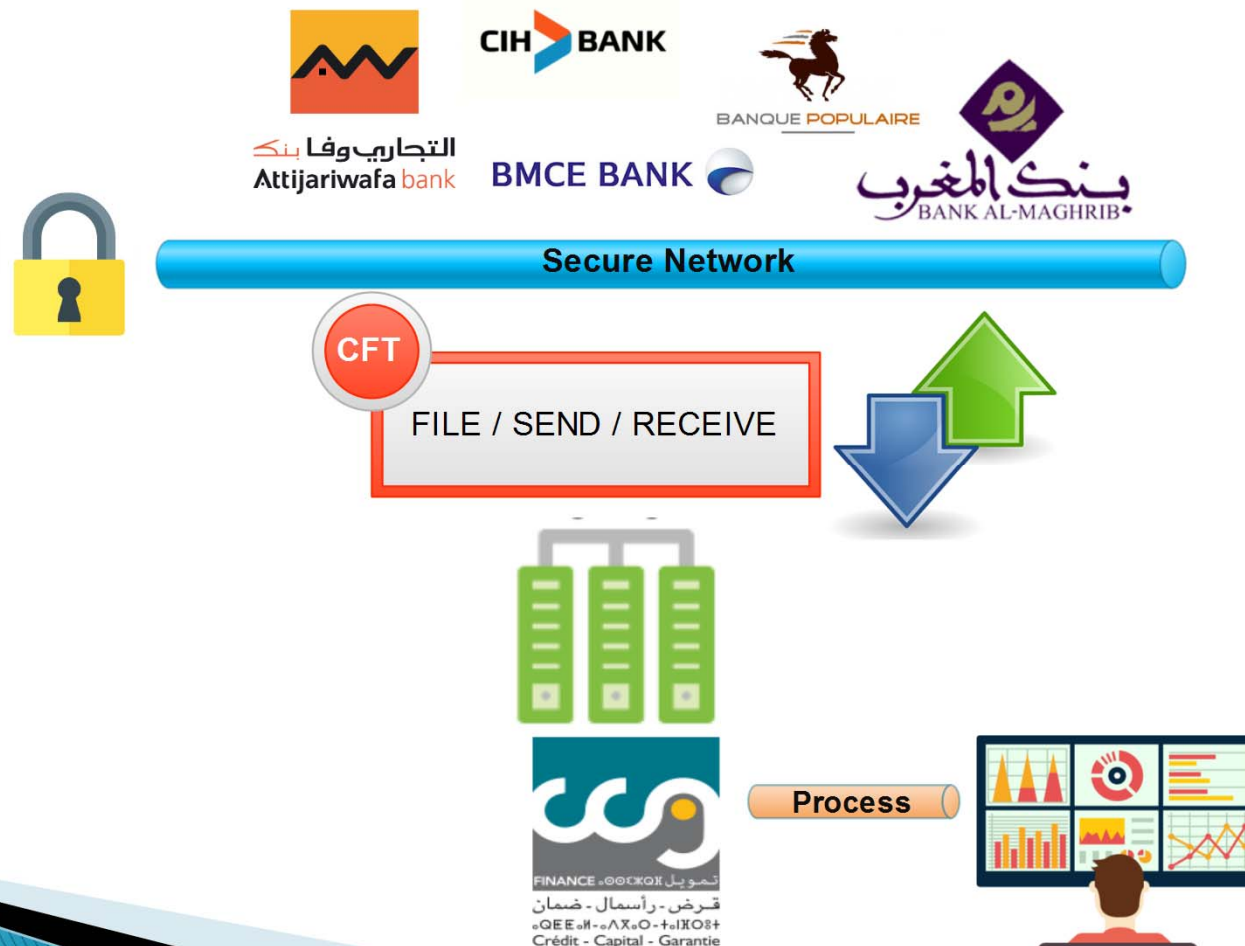
Output File's structure



The Guarantee agreement with Electronic Data Interchange



The Mode of the files' transfer



The Guarantee agreement with Electronic Data Interchange



The Mode of the files' transfer

Security – Reliability - Flexibility - Traceability

- allow the transfer of files between heterogeneous platforms;
- secure the exchanges;
- automate flows;
- manage large volumes of files;
- advanced and systematic follow-up and audit trails;
- supervision and central configuration;
- achieve reliability and performance to meet business requirements;
- have homogeneous processes of production whatever the platform and the protocol.

The Impact of Digitization on CCG's Activity



Metrics:

- In 2018, 90% of the total number of guaranteed loans guarantee were treated by Electronic Data Interchange process;
- In 2018, We treated an average of 40000 records per day;
- We received 1100 types of data (columns) from partners which updated our IT system of risks and allowed us to have indicators like: loan rating; cost of risk;...