



Credit System Replacement Project

Client: Volvo Financial Services North America (VFS NA)

The Situation

Volvo Financial Services North America (VFS NA) offers financial services for Volvo Group's Brands. As a new client of VIP Apps Consulting, VFS NA was seeking an implementation partner to replace a 20+ year old credit system. The replacement could not impact the real time integration with their Dealer Portal or the integration to the ERP + Contract Management System (CMS). The challenge with transitioning to a new system was the need to bring the VFS NA platform up to date, without customising it to fit those legacy systems also due for replacement or impacting the dealer with anything other than faster decisions.

VFS NA had shortlisted the options for a new credit solution system before making a measured decision to partner with VIP Apps Consulting. Rather than working with a big 4 partner, VFS NA chose to leverage VIP Apps Consulting's depth and breadth in the industry and proven implementation experience.

The Project

A Process Landscape representing VFS NA Dealer Standard deal flow. Implementation of a Credit Originations Platform with integrated Pricing, Auto pull credit bureaus, Auto-scoring, Document and Funding checks. No touch booking.

The Challenge

To standardize processes across US and Canada. Business change, moving from mature 20-year-old systems and processes to a new way....

The Solution

A single platform and business flow using Salesforce CRM System integrated with Cloud Lending Solutions Originate, SuperTrump pricing, PayNet & Equifax Credit Bureaus, Document Generation, Floorplan, Navision and InfoLease.

The Result

Alignment of US and Canada businesses. Alignment of Desktop and integrated App pricing. Enabled efficiencies in credit processes, required document and funding checks, no touch booking. Increased visibility of deals and their status across all business lines.

The Solution

VIP Apps Consulting's Deliver methodology was used to facilitate the project using Agile solution development with structured scope areas assigned to specific Iterations and timelines.



A Landscape Phase established the scope of the target Credit originations solution and approach in preparation for Implementation.



Our Landscape Phase:

- Review of the existing technology platforms used by the client.
- Review of client's Business Lines and Team Structure
- VIP Led Process Workshops with process walkthroughs for Customers, Dealer Applications, Pricing, Credit & Underwriting, Contract Documentation and Contract Booking

Landscape Outcomes:

- Documented Origination Process Flow and Sub Flows
- Documented Business Requirement Document
- Key Design Decisions considered and agreed.
- Future System transparency explaining split by application configuration, Salesforce configuration, and Integrations.
- Implemented Milestone Plan

VIP Apps Consulting worked with VFS NA to understand the current limitations in legacy systems and future benefits of the new solution. Implementation roles and timelines were established during the Landscape phase with VFS NA establishing process owners from the business that were able to make decisions to ensure implementation could stay on track.

Our Iterative Implementation Phase:



The implementation scope and plan, defined during the Landscape Phase, was delivered over five iterations plus one month post go-live hyper-care. The allocation of functionality and requirements to iterations allowed the layering of functionality, orchestration, and integrations together with new tools to be worked in parallel and bought together for business validation.

VIP Apps Consulting provided the following services for implementation:

- Project Management.
- Solution Architects.
- Business Analyst and Quality Analyst services.
- Configuration of Salesforce.
- Configuration of new Credit Originations Platform to include, credit rules, deal exceptions and required documents, financial spreads, and insurance.
- Technical Integration Services between Salesforce and the Originations platform.
- Technical Integration Services between Salesforce and a third-party pricing engine.
- Technical Integration Services between Credit Originations platform and Credit Bureaus to achieve automatic credit grades and decisions based on client defined scorecards.
- Technical Integration Services to Client's funding and floorplan systems.
- Technical Integration Services to achieve no touch booking into the backend system.

Implementation Outcomes:

- Iteration scope maintained by the Process Owners and Project Management Team.
- Detail requirement analysis and design.
- Process standardisation.
- Configuration.
- Development.
- Functional testing with documentation.
- Integration testing.
- Support for client User Validation and sign-off.
- Hypercare and knowledge transfer sessions to clients IT team.

Three iterations with timelines of two to three months each built out the solution including functional testing. Iteration four was data migration and system validation testing, iterate five included training and business readiness, and finally, Go-Live, VIP Apps Consulting hyper-care and knowledge transfer for one month post Go-live.

Successful Go-live in January 2024 required full team collaboration and commitment. VIP Apps Consulting is delighted to have partnered with VFS NA for our latest on time, on budget delivery.



Results and Benefit to the Client

This project resulted in a technical leap forward for the VFS NA platform as well as an alignment of the US and Canada businesses. Excellent client engagement allowed a significant increase in efficiency through process simplification; Automated bureau pulls and credit scoring, approval tracking, financial spreading and fleet scorecards, fully integrated pricing, and credit facility functionality. Party level documents can be re-used, automated rule-based required document checks and funding checks. No touch booking.

Congratulations VFS NA!

Client testimonial

In my 25 years of IT and project management, working with VIP Apps has been exceptional. Their DELIVER methodology stood out from previous experiences. This approach guided us comprehensively through the process, ensuring no detail was overlooked.

The VIP Apps team, matched to each workstream based on their expertise, instilled great confidence. Prioritising 'out-of-the-box' functionality over customisation exceeded our expectations, facilitating smoother upgrades and release management.

Working with VIP Apps set a new standard for Volvo Financial Services in handling significant initiatives. Meticulous planning ensured risk mitigation and seamless implementation. Their on-time, in-scope, and on-budget delivery highlights the exceptional partnership and work of VIP Apps Consulting.

Laurie Andersen – VFS Senior Project Manager