

A horizontal orange bar with the text "System Overview" in white, bold, sans-serif font.

## System Overview

The tagline "intelligent financial software" is centered. "intelligent" is in white lowercase sans-serif font on a dark grey rectangular background. "financial software" is in orange lowercase sans-serif font.

intelligent financial software



**“to be effective, business systems  
must be based on genuine business  
knowledge and understanding”**



“Welcome to Phoebus Software, its products and range of services – specialists in the development and implementation of leading software systems for lending and savings management. Systems proving their worth across a wide range of organisations, from small start-up operations to some of the UK’s largest established concerns.”

**Robert Lintonbon,**  
Chairman, Phoebus Software Limited



## About us

**Phoebus Software is a lending and savings software provider making a big reputation for itself – supporting a range of clients from the UK's largest established concerns to start-up enterprises.**

For over 20 years, Phoebus has enjoyed a powerful track record of success, demonstrating a culture of innovation and responsiveness. Success that has seen us maintain an annual compound growth in excess of 35% throughout the last decade, with recognition of this in the rankings of the Sunday Times Microsoft Tech Track 100, Deloitte Technology Fast 50 (UK) and Fast 500 (Europe). Today, Phoebus Software continues to be self funded, consistently making profits to enable significant reinvestment in research and development.

This track record of success has allowed Phoebus Software routinely to help lenders grow their businesses; bringing new products to market in record time, reducing processing costs and meeting changing compliance requirements effortlessly. Since the very start of the business, the Phoebus system has been designed and maintained by IT professionals, each of whom has direct finance industry experience at senior levels. With an ever-growing team of similar industry-experienced executives around them, those same individuals continue to run the business.



This means Phoebus has a genuine, deep understanding of the savings, loan and mortgage markets, based both on direct past experience and current, leading edge involvement. We understand the pressures and demands of the industry and thrive on its varied challenges. Our overriding strategy is to support clients on the basis of a genuine partnership, allowing them, in turn, to provide the highest levels of service to their own customers. So at Phoebus Software we devote whatever time and effort is needed to support clients to the point where our support services are second to none.

## Unique benefits

**The implementation of Phoebus is priced to ensure that our client's investment generates a return for them as quickly as possible.**

This includes richness of functionality; flexibility of design; speed to make changes; client care and service. Fully scalable, Phoebus can be used effectively and simply by organisations with multi site/ multi currency operations, or small lenders just starting up in business. **There are five attributes that set it apart from other systems.**

### 1 Return on investment

The implementation of Phoebus is priced to ensure that our client's investment generates a return for them as quickly as possible.

Phoebus support is a variable cost directly related to the portfolio size managed on it. Uniquely, Phoebus can be acquired on a variable rental percentage of the support cost with no upfront premium. At any point a perpetual licence can be bought, replacing the rental. Switching from rental to the licence option can be undertaken without system change should it become a more cost effective option. System support cost is the same for both purchase options.

### 2 Servicing options

Phoebus is used by more third party servicers than any other product. They are the most demanding users utilising the features of Phoebus for the benefit of their clients. There is the option to move portfolios managed on Phoebus between third party servicers or bring the portfolio in-house, giving the greatest resource flexibility.

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Overleaf ►►

## About the system

### Flexibility <sup>3</sup>

From inception over two decades ago, Phoebus has evolved to utilise relevant technological advances and meet changing business needs. For example, three significant language changes have been implemented in getting to the current Java version, which has the huge advantage of being both platform and database independent.

The business changes on the other hand, are driven by a mix of client needs, legislative demands and our own continuous R&D. The system and our close involvement with the industry mean we have no problems making changes for either small or large clients, or in keeping up with regulatory changes. Thanks to the intelligent design of the system core, it can be regularly and successfully updated, with no issues from client-specific changes.

### Business functionality <sup>4</sup>

Each business module can handle the complete life cycle of a product, from initial enquiry, through drawdown and on to final redemption. Alternatively, any part of the life cycle can be adopted independently, allowing remaining legacy systems to deal with their parts of the business process. Phoebus clients select the functionality they require, which is parameter driven and can change with time. Each module is delivered with predefined functionality, though any degree of customisation is possible without creating an upgrade barrier, either on delivery or at a later date.

### Fully integrated modules <sup>5</sup>

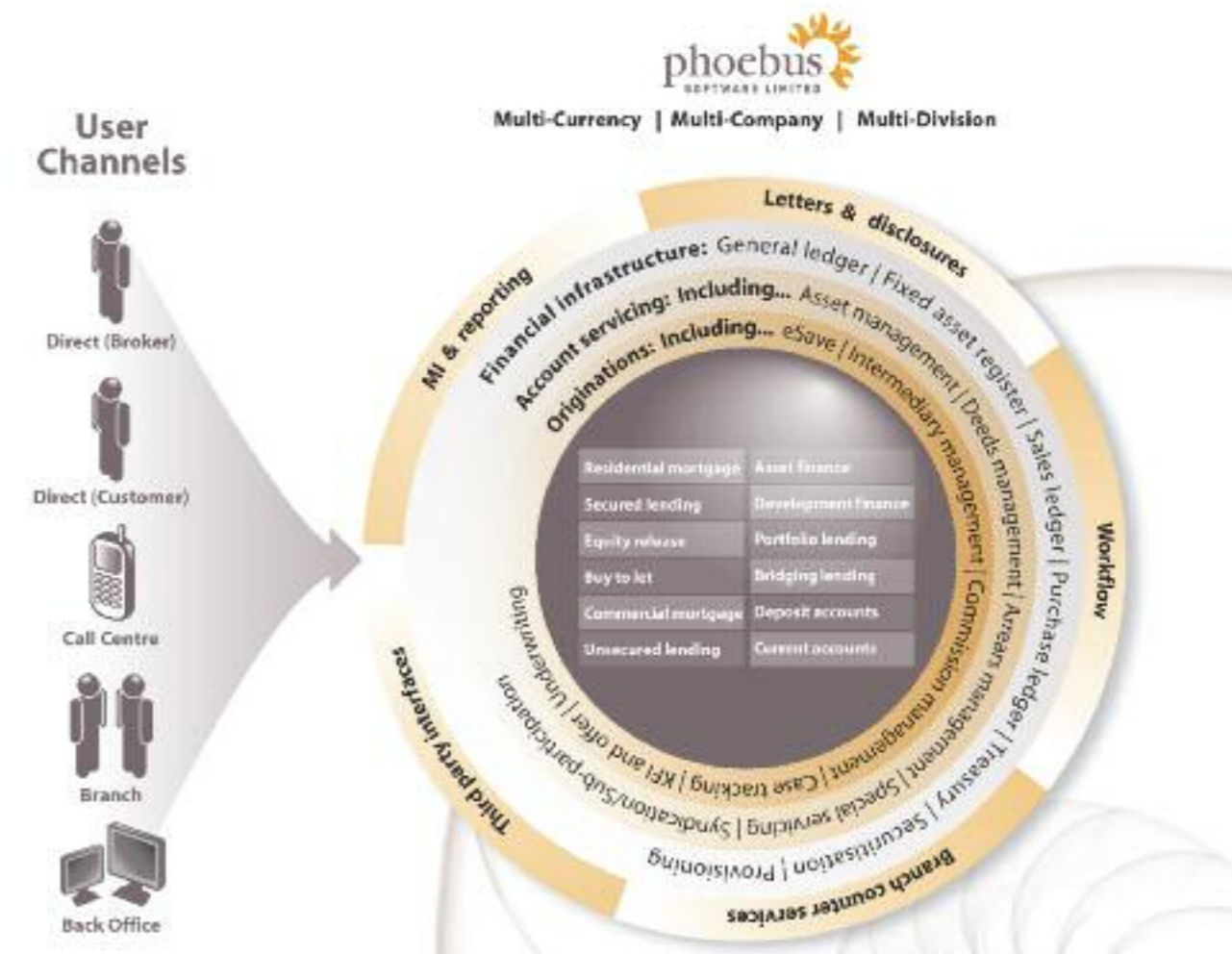
The modules of Phoebus are all fully integrated; following the same design, written in the same language and using the same core system and database structure. Its modular design lets it grow with you as, almost inevitably, requirements change. Each module is part of the general ledger ensuring accounting integrity and, as can be seen in the product diagram, each module is encapsulated with system wide, shared management functionality.

For example, workflow runs on all modules, with any number of tasks running on the same account, property, contact or customer.

## The scope of Phoebus

Phoebus consists of fully integrated, functionally rich business modules covering the business sectors shown in the central core of the diagram below.

The scope specific to each module is covered in separately available module overviews. This document covers functionality generic to the whole system as seen in the rings around the central core.



# Generic system features

Many features are generic to all Phoebus modules, as shown in the previous system diagram. These can be adopted as required. Phoebus supports multi-currency, multi-company and multi-division working (additional module-specific features are detailed in freely available, related literature).

## User channels

Access to Phoebus and the scope of system available are controlled by each individual's login through user groups.

## Loan originations

The loan administration module provides web based customer access and in-house administration; all from a single implementation and database. The web based system provides access to products for customers and intermediaries and includes full KFI/Offer or Credit Agreement production. In addition, the application data capture screens enable cases to be validated on input, reducing user input and aborted costs.

In house administration can then underwrite the application and manage supporting documents, highlighting criteria that may not have been met or documents that are outstanding.

## MI and reporting

Phoebus holds data in a relational SQL database that allows it to be reported using either Phoebus report generator, SQL queries, data warehouse, or any SQL report generator such as Crystal Reports. Historic reporting is available on transactional data and from month end snap shots.

Phoebus maintains data for regulatory purposes (CCA, FSA, Bank of England, DPA, MLAR, MCOB, etc.) and this can be reported either directly from Phoebus or via another reporting package.

## Letters and disclosures

Any selected event can trigger Phoebus to generate a letter or document. This can then be viewed in Phoebus activity history and reproduced from there if required.

## Workflow

A major bonus for Phoebus users is that workflow is fully integrated into the core system and requires no interface. It will manage any activity which requires a diarised future action which logically leads on to another action or range of action options. Workflow can operate on a range of objects, e.g. account, customer, individual, property and so on, and can be used to prompt user action to generate a letter, run another Phoebus program or provide information to a third party system (e.g. an automated dialler system).

Workflow is configured to a lender's specific process in order to manage activity in a timely manner. Typically, for accounts in arrears, workflow will manage the production of the standard arrears letter cycle based on the delinquency and risk status of the loan. At the same time the workflow will present the account to a collector to negotiate arrears clearance. Once an arrangement is made, the system will monitor for any breach, freeing up the collector to contact further borrowers.

## Financial infrastructure

Phoebus has a fully integrated general ledger, together with fixed asset, purchase and sales ledgers. Alternatively, Phoebus can integrate with other general ledgers. The system maintains double entry accounting throughout all processes, to ensure financial integrity and aid cross-system reconciliations.



## Account servicing

Phoebus covers the complete spectrum of loan and savings management, dealing with the account and the asset, transactions and administration from application to post-redemption.

The activity history at account, individual or customer level provides access to document imaging records, giving a single access point from which to view incoming and outgoing documents and other activities.

With more borrowers managing their finances online, Phoebus now provides a customer web portal. This provides for the customer to make arrangements to clear arrears, without the need to speak to a collector. In addition, this portal will enable customer statement and settlement figure ordering, as well as on-line payment.

Phoebus provides the facility to syndicate or sub-participate large loans. Securitised loans can be managed in Phoebus, with the ability to switch between pools and allocate cash (waterfall) in accordance with securitisation agreement rules or other requirements.

# Phoebus is intuitive

The Phoebus toolbar is configured for each client to tailor menu options appropriate to the user's department. The menus on top of an interrogation view can replicate those on the current toolbar (where relevant).

This means different menu options appear for different users, but that the description is the same for a user whether on the toolbar or working within a screen. When a screen is loaded from another screen either from a menu option or clicking a field or tree node, the new screen will open automatically with fields pre-

A navigation tree provides an 'explorer-like' tree to be part of a view, giving a visual representation of connected data objects displayed graphically. The objects in the display can be clicked to open pre-populated views to show the object's data. This makes several parts of the system easier to navigate and, in the case of originations, helps show at a glance what data has been captured and what remains to be collected.

From any interrogation view the related data can be easily accessed.



populated with data relating to the previously selected record, thus reducing re-keying or copy/pasting.

Any fields on screen which have transactional information behind them will be highlighted with a blue dot to the right of the field. A left double click on the field will invoke the transaction listing relating to the field. This is a convenient shortcut which allows users to gain access to data efficiently.





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