**Accion New Mexico∙Arizona∙Colorado’s Use of MMS**

[www.accionnm.org](http://www.accionnm.org) | [www.acciontexas.org/mms](http://www.acciontexas.org/mms)

**MMS™**

Microloan Management Services™ (MMS™), powered by Accion Texas Inc., is a web-based, comprehensive solution for business loan origination. It is a loan packaging software tool dedicated to microlending and small business lending. MMS™ is designed to increase lending efficiency, enable program scalability, and improve portfolio quality through standardized risk assessment. MMS™ includes leads and contacts tracking, appointment tracking for technical assistance and application support, an online loan application, loan origination software, an automated preliminary review, access to Accion Texas underwriting, and automated closing documents. With MMS™, the brand of the customer organization appears on all products, forms, and documents rather than the MMS™ logo.

**Accion New Mexico∙Arizona∙Colorado**

*ACCION New Mexico****∙****Arizona****∙****Colorado is a nonprofit organization that increases access to business credit, makes loans, and provides training which enable emerging entrepreneurs to realize their dreams and be catalysts for positive economic and social change. Since Accion made its first loan in 1994, it has helped small business owners in more than 150 communities, working in some of the most underserved urban neighborhoods and most isolated rural communities in New Mexico, Phoenix, Tucson, and Denver.*

This case study demonstrates **an organization that uses a shared service.**

**Action:**

Accion New Mexico***∙***Arizona***∙***Colorado adopted the MMS™ system to increase efficiencies in 2007. It uses MMS™ for its loan application process, which includes the online loan application, credit report pull, and pre-screening AutoReview Process based on the preliminary information supplied by the borrower.

**Process:**

* Accion New Mexico∙Arizona∙Colorado uses the MMS™ system for the loan application stage of the lending process. It can also track inquiries and leads during the customer acquisition stage.
* MMS™ is designed so that the online loan application website link is supplied by Accion Texas but branded by the customer organization; the Accion MMS™ connection is invisible to the borrower.
* When one of Accion New Mexico∙Arizona∙Colorado’s borrowers submits an application, the data is automatically transferred to the customer relationship management system as soon as it is submitted online. This eliminates the need for Accion New Mexico∙Arizona∙Colorado’s lending staff to manually enter borrower information or maintain paper files.

**Outcomes:**

* MMS™ facilitated Accion New Mexico∙Arizona∙Colorado’s geographic expansion from New Mexico to Arizona and Colorado more than four years ago. MMS™ provided a streamlined process for intake and a system for the organization to keep records in one place yet accessible to all staff.
* While Accion New Mexico∙Arizona∙Colorado has its own underwriting policies and staff, it’s to access Accion Texas’s underwriters through the MMS™ system. When Accion New Mexico∙Arizona∙Colorado experiences increased demand or its underwriters are out of the office, it uses Accion Texas’s underwriting to seamlessly backup its work. Accion New Mexico∙Arizona∙Colorado finds the underwriting recommendations to be very detailed, which helps when making the final decision on a loan. The report includes summaries of collateral, cash flow, and credit, accompanied by thorough analysis.
* Accion New Mexico∙Arizona∙Colorado has approved more than 2,500 loans through the MMS™ system, which has been instrumental to its geographic and loan portfolio growth.

**Organization Profile:**

**Founded:** 1994

**Type of CDFI:** Loan Fund

**Target Market:** Entrepreneurs in more than 150 urban and rural New Mexico communities; Also offer support to small businesses in Tucson, Phoenix, and Denver, through partnerships with local banks and organizations

**Types of Lending:** Business, Microenterprise

**Loan Products:** Business Loans, Lines of Credit

**Asset Size:** $15,745,681 (FY 2011)

**No. of Employees:** 23.25 (FY 2011)