



Dewan Housing Finance Corp. embarks on a digital transformation journey

Dewan Housing Finance Corp. Ltd. (DHFL) is one of India's top housing finance companies, providing easy access to affordable loans and mortgages for millions of families and small businesses. Based in Mumbai, the company has 350 branches serving semi-urban and rural communities across India.

Business benefits

Protected systems and data

against escalating threats of intrusion

Lower costs

with a hybrid cloud model while increased scalability for rising transaction volumes and new services

Faster, better service

at all customer touch points due to extended reach and capacity



Business challenge

DHFL is undergoing rapid growth, processing millions of transactions every day. With dwindling capacity in its existing systems, it was becoming impossible to keep up with the expanding workloads. Moreover, the company needed to start capturing more in-depth customer data to run more sophisticated risk models and offer more tailored financial products. The company aimed to rebuild its core systems, develop new solutions for its online and mobile spaces, and create new models for customer engagement. Its goals were to improve customer interactions, reduce loan approval turnaround times and increase efficiency and productivity.



Transformation

DHFL engaged IBM to help with a digital transformation journey designed to accelerate its growth strategy, taking full advantage of the flexibility, speed, security and cost-effectiveness of a hybrid cloud environment. The company migrated its data center to a private environment on the IBM Cloud—a combination of on-premises infrastructure and the IBM Cloud Data Center in Chennai—and deployed some applications on the public IBM Cloud with seamless rapid communication over multiple messaging channels, allowing DHFL to respond to disruptions and restore critical services quickly. The setup enables DHFL to make data-driven technology decisions, manage security risks and scale the infrastructure to meet growth demands.