

How I&M Bank made SCF work at scale

I&M Bank is the first Kenyan financial institution to successfully transform its supply chain finance operations from a largely manual process into a fully digital, multi-product platform supporting a range of supply chain finance products, such as payables finance, invoice discounting, receivables finance, LPO finance, and inventory finance.

Multiple
SCF Products live

ERP-agnostic
Any format or language

100% Digital
& In-house

I&M runs FinverityOS as a white-labelled platform wired into its core systems and can now process hundreds to thousands of funding requests from multinationals, large local corporates, and SMEs, while keeping cash flows and data within I&M's value chains, assuring clients that their transaction data remains securely with their bank.

The goal is simple: serve the real working-capital needs of Kenyan businesses and boost productivity across local supply chains.

✘ The challenge

Before the programme, SCF was difficult to scale:

- Working capital transactions managed in siloed systems and processes
- Onboarding was manual and slow
- Invoices and funding requests sat in queues waiting for approvals
- Clients data and confirmations arrived in many formats
- Documentation was managed in person or via email
- Portfolio tracking relied largely on Excel

✔ The solution

Bank-owned, digital, multi-product

Across Kenya, I&M's clients can:

- Access all working capital products on one login screen
- Request both early payment on receivables and supplier finance seamlessly
- Upload all invoice and PO data directly on the platform
- Monitor available limits, payment flows with support for reconciliation issues

The operating model moves cash on time, every time, across products and client tiers.

Why I&M Selected FinverityOS

<p>01</p> <p>I&M Branded Portals</p> <p>Anchor corporates, suppliers, distributors, and retailers can manage all their facilities in real time, with dashboards for monitoring utilisation, limits and performance.</p>	<p>02</p> <p>Seamless Integration</p> <p>Single Sign-on, with direct integrations for postings, payments, and callbacks for complete end-to-end interoperability.</p>
<p>03</p> <p>End-to-end automation</p> <p>Automated onboarding, validation, calculations, and workflows reduce touch and shorten the approval process.</p>	<p>04</p> <p>In-depth Operational Control</p> <p>Credit notes handling, automated reconciliation and repayment, dynamic limit and concentration management with full audit trails.</p>
<p>05</p> <p>Rapid Time to Value</p> <p>Flexible, no-code product setup so products and workflows can be adjusted on screen without long custom builds.</p>	



Finverity delivered a live platform in record time from contract signature to go-live, underpinned by a structured and well-governed implementation process. From training through UAT and go-live, our teams were supported with clear milestones, practical tools, and direct access to Finverity's team of Supply Chain Finance experts.

The successful rollout enhances our digital infrastructure and supports our broader strategy of building **scalable, technology-enabled trade and supply chain finance solutions for our clients.**



Richard Lubira,
Head of Supply Chain & Stock Finance,
I&M Bank Kenya

What every team values

From front-office to compliance:
how FinverityOS serves each function inside the bank.

Ops



"User-specific dashboards and task alerts give teams a live view of what is pending, who owns it, and where action is required."

Risk



"In-depth reporting gives continuous visibility into exposure, utilisation, exceptions, and performance, without manual intervention."

IT



"Single sign-on with centrally managed roles lets users access the platform from I&M systems without friction."

Sales



"A single platform supporting multiple SCF products with one login for both buyers and suppliers makes the proposition simple to explain and easier to sell."

Finance



"Improves visibility into utilisation, portfolio performance and revenue generation with real-time postings and automated reconciliation."

Compliance



"Role-based access, multi-factor authentication, and full audit trails allow us to monitor, evidence, and enforce compliant user behaviour across the entire workflow."

In Conversation With



Carolyne Mulandi

Head of Trade & Financial Institutions, I&M Bank Kenya

Carolyne heads I&M Bank's Trade Finance and Financial Institutions function in Kenya and leads the group's trade digitisation initiative. In 2023, her team steered the shift to Finverity as the bank's digital SCF platform with the aim of improving client experience, building tailored products for clients and minimising risk.

"Finverity enables us to support clients with multiple products with a single solution."

Why did I&M Bank prioritise digital SCF?

CM

Clients have different working capital needs within their value chains, so multiple products are relevant. The market is dominated by global banks with their own SCF platforms, so **we needed an iterative way to fund different working-capital requests with control and speed**. Flexibility and product-fit were our priority.

Today we serve very small suppliers and large corporates on the same system, with multiple products and facilities running at once. **The visibility we now have helps us shape products to real client behaviour**, enhancing customer primacy by supporting their value chains, mobilising deposits and expanding wallet share.

What were your biggest concerns, and how did Finverity help solve them?

1 Invoice data fragmentation:

Clients use different ERPs and file formats and won't change this because of SCF. FinverityOS is the only multi product, ERP agnostic solution in the market today, and this unique capability allows I&M's clients to upload and process invoices and purchase orders in any format or language.

2 Regulation and governance:

Alignment with the Central Bank of Kenya is a top priority. Finverity's experience with regulators and SOC 2 certification made regulatory approval straightforward. Our data is securely managed within our infrastructure and our internal processes are tightly governed.

What changed the most for your team after implementation?

CM

Reporting was the game changer. Live utilisation and engagement by cohort helps us drive adoption, spot friction early, and **have better spend-analysis conversations with clients.** We also automate client reports so they can **track facility performance and cash conversion.**

Operationally, SCF involves many teams from the front end relationship managers to back office operations. Finverity supports unlimited users with role-based permissions, MFA, and full audit trails. **We keep our SLAs as we can see how fast requests move, and where items are pending or get stuck.**

What were the hero features?

Postings Module:

Finance teams see **postings and reversals in real time, with reconciliations automated into core banking.** Limits are available to clients much faster, which makes our capital use more efficient and ensures accurate income recognition.

Credit-note functionality:

Clients handle credits directly on the platform. Each balance is validated and applied with full transparency, which cuts errors, reduces post-funding adjustments, lowers net dilution, and **saves our corporate treasurers a lot of time!**

What comes next for I&M's SCF Strategy?

CM

Our next phase focuses on **expanding anchor-led payables solutions across priority sectors and markets across East Africa.** We're working closely with selected corporates to design practical, well-structured solutions that **extend working capital to both domestic and cross-border buyers and suppliers.**

Through ERP integration and stronger digital connectivity, eligible suppliers will be onboarded easily and discount their invoices efficiently. Ultimately this strengthens financial inclusion within supply chains, **reinforcing our role as a digitally enabled trade & supply chain finance partner.**