



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

Swiss Cooperation Office  
South Caucasus

## FACTSHEET (2018)

<b>Project title</b>	<b>SME Crisis Resilience Program</b>
Project duration	2013-2017
Swiss contribution	USD 1'980'000 (several countries)
Project partners	Access Bank; International Financial Company (IFC)
SCO strategic goal	Inclusive and sustainable economic development

### Background

The program aims at offering banks the knowledge to design and offer non-financial services (NFS) to their clients. NFS typically include the provision of training in relevant management and finance skills, cost and cash management optimization, making financial decisions, customer development, etc. That way the program can reach out to small and medium-size enterprises (SME) more efficiently and at a larger scale. This model of working through financial institutions as a delivery channel of this type of knowledge is unique and is hoped to ensure sustainability of implemented activities.



Well-trained and well-informed SMEs are better clients for financial intermediaries.

Photo: © SCO Baku

## Project objective

The objective of the project is to build capacity of financial institutions so that they themselves are in a position to offer non-financial services to SMEs to improve their business skills, to become more resilient to crisis and ultimately better financial customers.

## Project activities

- Disseminate non-financial services best practice (awareness raising component) among financial institutions and SMEs
- To introduce non-financial services of banks to SMEs (capacity building component).

## Expected project results

- An engagement letter was signed with Access Bank on conducting NFS assessment and drafting a strategy for NFS
- 11 bank staff from senior and middle management attended strategic session on drafting strategy for NFS
- A final NFS assessment report including pointers for a draft NFS strategy was submitted to the bank
- Access Bank developed and started implementation of an NFS strategy. The bank also started trainings on tax issues and impact of macroeconomic environment on SMEs as a part of NFSs.

## Perspectives

The project ended in late 2017.



Financial literacy, budgeting, customer development etc. are valuable skills for SMEs.

Photo: © SCO Baku

## Contact:

Embassy of Switzerland in Azerbaijan, Swiss Cooperation Office

9 Boyuk Qala, Old City, Baku, Azerbaijan AZ1004, T: +994 12 437 38 50; F: +994 12 437 38 56

[www.swisscoop.az](http://www.swisscoop.az)