

Banking and Financial Services Organization



Industry:
Financial Services

Solutions:
erwin[®] Evolve by Quest[®]

Region:
Global

erwin[®] Evolve by Quest[®] used to understand, control and improve operations across multiple business lines in service to customers and for meeting regulatory requirements

► Challenge

Being a massive, global organization, this company needed to understand and be able to explain how it operates for effective management, including how it faces different markets and how it delivers a wide range of products and services to different client bases worldwide. Executive visibility and analysis proved difficult without the ability to see its processes and understand how they vary across business lines and countries. One process also might be subject to review by regulatory agencies in different countries, adding to the operational complexity – not to mention competition and changing technology. The organization also wanted to improve alignment, collaboration and accountability among its global functions to ensure consistent customer journeys and risk control. For example, the same service was defined in numerous ways and there were multiple and overlapping taxonomies that created confusion. It was also important to track changes iteratively and understand the aggregate of business impacts.

Solution

The [erwin Evolve](#) enterprise architecture and business process modeling and analysis software is being used to create a global repository for business and operating models, combining the key components of and linkages between processes/capabilities, applications, data, risks and controls, organization and location. From here, complex corporate information can be structured in an accurate, consistent and clear way through various dashboards based on different roles and perspectives. With the ability to drill down to process maps and reports, the company can answer key questions about products and services and how they're delivered. The company seeks to capture all aspects of its operations in clear and defined phases.

► Client Profile

The customer is one of the largest banking and financial services organizations in the world, employing more than 230,000 people to staff operations in more than 60 countries and territories. Its global businesses serve more than 40 million customers, ranging from individual savers and investors to some of the globe's biggest governments and companies.

“We work very closely with the business because we need to drive to what it is they want to see. After all, they're the ultimate users of the information we produce so they have to be fully engaged and involved. Now everyone can see their work and its value in [erwin] Evolve.”

Vice President
Operational Process Improvement,
Markets & Securities Services

► Results

The company started using erwin Evolve first to document the services it provides to clients, the capabilities that support a particular service, and the processes that deliver the capabilities. Thousands of diagrams have been auto generated to document process steps. Because of internal education, employees now think about processes outside their usual silos, so there's more collaboration and relationship building between one process area and the next. The goal is for everyone to pick up a process diagram and quickly understand the flow. Then they can analyze it and start to generate ideas and document issues to see where there are opportunities for improvement. For example, the organization does a lot of analysis around the level of automation within its processes to determine if and where costs can be reduced. Of course, risk identification and control is a key and complex focus, including determining if there's too little or too much control in some instances and how those processes should be adjusted.

Following is a summary of some of the results erwin Evolve is helping this organization achieve:

- Establishment of central, trusted source of truth and change control for enterprise processes
- Documentation of processes across different technologies, countries/cultures, regulatory environments, clients and products/services
- Insights on end-to-end process effectiveness and flows, including quality and consistency
- System rationalization to reduce the number of applications used
- Organizational alignment, ensuring the right people with the right capabilities support a certain process
- Risk identification and mitigation
- Ability to demonstrate auditing and compliance to external regulators
- Support for thousands of global employees in performing their jobs with greater efficiency and accuracy
- COO sponsorship across the organization because of widespread trust among business users and executives



Click here to learn more about erwin Evolve and request free **trial**.



About erwin by Quest

erwin by Quest is a leader in enterprise modeling and data intelligence software. The erwin EDGE platform creates an enterprise data governance experience for IT and business collaboration, driving meaningful insights, agile innovation, risk management and business transformation. Integrated data modeling, data governance, enterprise architecture and business process modeling capabilities help guide smart decisions. With erwin, organizations of all types across the globe can maximize the security, quality and value of their assets to control data chaos and prepare for the next IT challenge.

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