iGrafx®

Case Study

United States Bank Transforms Compliance & Risk Management

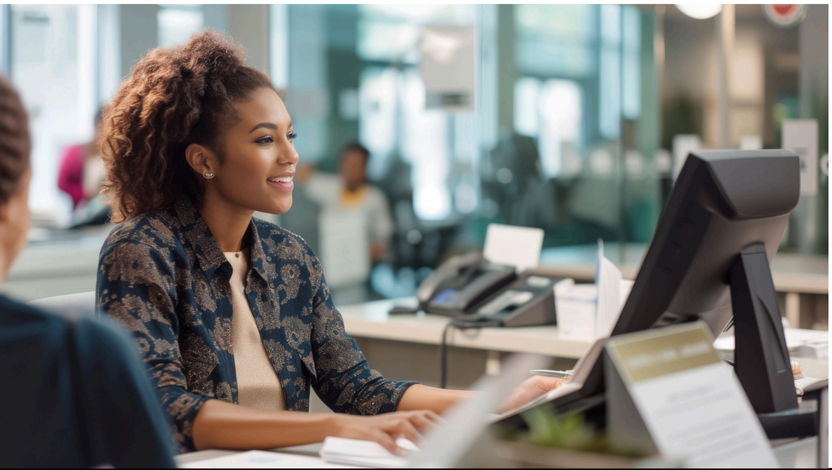
About The Bank

The organization is a U.S. financial services company, delivering personal and business banking, along with wealth management services. The company serves customers in multiple states across the country and offers online and mobile banking tools to support its extensive branch network.

The Challenge

The bank didn't have a consistent way to digitally capture and store process artifacts. Teams were using a mix of tools like Visio, Excel, and PowerPoint, which made it hard to keep process artifacts organized, accessible, and actionable. This inconsistency slowed down efforts to pinpoint the root causes of operational issues and made improvement initiatives more difficult. What the bank really needed was a centralized, fully digital approach that could simplify process management and give the organization clear visibility across all operations.

At the same time, any new framework had to meet the bank's strict regulatory requirements. With an increasing focus on risk management and internal controls, processes needed to be documented and structured in a way that supported compliance. The goal was to make sure that digitizing processes strengthened, rather than undermined, these controls, helping the bank improve efficiency while staying fully aligned with regulatory expectations.

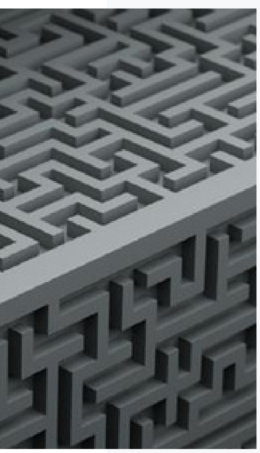


The Solution

The company formed an enterprise Process Transformation team that would head up this significant initiative, including procuring the technology necessary to succeed and implement best practices. “The goal was to document the company’s most critical processes, ensure we had a way to store them, identify our risks and mitigating controls, all in one centralized location,” said the Head of Enterprise Process Transformation.

The team selected the Process Intelligence platform, iGrafx Process360 Live for several reasons, including:

- Members of the team having previous experience working with iGrafx
- A centralized process repository with deeply contextualized process information
- The ability to integrate with a leading GRC application to effectively manage risk



The Process Transformation team began by developing Process Modeling Standards & Guidelines based on BPMN. They also developed a process architecture taxonomy based on best practices to effectively document and govern the inventory of operational processes. This would allow a standardized, visual approach to managing enterprise-wide processes, enabling the bank to prove where compliance checks and approvals are embedded, and making information transparent for auditors and regulators.

Next, they worked with departments across the organization – project teams, IT teams, and lines of business – to identify, categorize and prioritize processes that needed transformation and/or immediate attention. Because each team had different systems and methods for capturing processes – Visio, PPT, Excel and PDF – it was critical that these processes be standardized in a common language and added to the Process360 Live process repository.

Spotlight on Process Repository

A ‘single source of truth’ process repository allowed the company to document, store and manage all process-related information in one location. This meant all stakeholders had access to up-to-date documentation, enabling enhanced collaboration, risk management, and support for regulatory audits.

Integrating with a Leading GRC Application

Since a near real-time link between Process360 Live and the GRC application was critical to supporting a robust compliance and risk management strategy, the company tapped iGrafx partner, Krista Software, to deliver the integration. Krista orchestrated a secure integration that aligned not only with the bank's technical architecture protocol requirements, but also with thousands of records into one synchronized, compliant workflow. Risks, controls, assessment units, and processes across four-tier hierarchies were mapped, linked, and updated in near real time (i.e., daily).

Standard and custom properties were carefully synchronized, and interdependencies across systems were preserved with precision. To support long-term agility, Krista's workflow conversations were structured for easy maintenance and enhancement. This ensures the company can make changes without disrupting operations or introducing risk.

The Krista solution was also architected to keep stakeholders informed with proactive alerts and automated sync summaries, building trust and transparency across the team.

Results: Fewer Errors. Full Compliance.

- Zero errors in live sync across systems
- Near real-time visibility into every change
- Full alignment between risks, controls, control assessments, and operational processes
- Always audit-ready with current data
- Eliminated manual steps and compliance risks

Risk Mitigation & Improved Decision-Making

Operational Process Risk Management

Bringing the libraries of risks and controls into Process360 Live from the GRC application allows the bank to easily embed instances of applicable risks and controls into specific operational process activities; thus, allowing them to remain in alignment with the bank's Risk and Control Self Assessments (RCSAs) activities. The company's risk experts can easily identify where controls should be implemented and assess whether existing controls are working as intended.

Now, process owners can see operational process risks and controls in Process360 Live, as well as easily navigate to the GRC application where additional information is available and provided on a "need to see" basis. This gives them unparalleled visibility along with the contextual insights they need to strengthen controls, close compliance gaps faster, and make confident, risk-informed decisions directly within their operational workflows.

Transformation Projects

Process360 Live also offers support for any number of in-flight or upcoming transformation projects at the bank. Whether moving from legacy systems to more modern technology, or launching new product lines, the bank has a methodology to identify where the risks lie within a process model, understand the key activities that apply to that risk, generate RCSAs, and add mitigating controls. Through the integration with the GRC application, the bank now has an accurate, up-to-date library of risks and controls associated with operational process activities stored in Process360 Live.

Digitization of Legacy Processes

Another major initiative was documenting the company's critical processes that power their business. With Process360 Live, the team is now able to see a complete library of digitized processes, as well as what people, systems, contracts, risk assessments, and third-party vendors are associated with them. Having this level of detail when making decisions – and ensuring compliance and risk management – is a huge win for the company. Key processes including applications, onboarding, servicing, fulfillment, and maintenance are now fully mapped and connected in Process360 Live, giving the organization end-to-end visibility to manage dependencies, reduce risk, and ensure resilient service delivery across the enterprise.

The Results

The bank's Head of Enterprise Process Transformation says it best: "Banking industry requirements inherently create risks if not managed correctly, so we must both address the risks and demonstrate the controls in place to ensure compliance. Having a single system of record is critical to avoid complexity and to clearly connect risks with the controls that mitigate them. Additionally, with iGrafx, we can now have the information readily available to validate how well controls are working, giving our team – and all internal partners – full visibility into risk and compliance management."

The bank now benefits from:

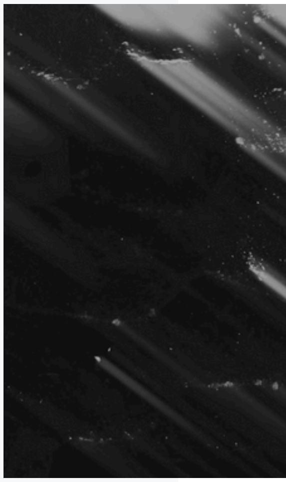
- Standardized process documentation, including critical services, systems, people, risks, and controls
- The ability to instantly understand what caused an issue with root-cause analysis
- Full alignment and faster collaboration between process owners and risk management team
- Improved decision-making to support risk management and transformation projects

Spotlight on Audits

With the help of Process360 Live, the bank can now quickly and easily produce comprehensive documentation, which is not only essential to process performers so they can execute processes in a way that mitigates risk, but also essential to support critical audits. The platform enables the first line of defense (process owners) and the second line of defense (the risk management team) to easily access all necessary information and collaborate to prove compliance and pass audits.

Next Steps: Enhancing Business Continuity & Disaster Recovery

Now that Process360 Live is the System of Record for process knowledge, the bank has opportunities to go even further with business value. The bank will reconcile the Process structure in their GRC application with the operational process information in Process360 Live, creating a single source of truth for process knowledge; all guided by the APQC PCF industry benchmark best-practice process framework.



A fast follower will be focusing on Business Continuity and Disaster Recovery (BCDR). The bank can use built-in properties and relationships, and extend the Process360 Live meta-model, to track needed information and generate business impact assessment scores. These can easily be associated with each of the business processes in the standardized way, at as granular a level as needed. This will enhance the Business Continuity and Disaster Recovery efforts at the bank.

We can now easily prove we are on top of things when it comes to risk management – that **we live and breathe risk management.** We feel confident in our documentation and in our ability to **avoid non-compliance.**”

“Risks and controls are an integral part of a process. **Seamlessly pulling risks and controls** into iGrafx and attaching them to a process is a **great win for our team.**