

# Implementation of the AdaptiveGRC system – AdaptiveBION module

A case study of Santander Bank Polska S.A.

## Industry

Banking

## Region

Europe



## Profile

Santander Bank is a leading finance group in Poland in terms of assets. It offers financial solutions to individuals, micro-, small and medium enterprises as well as Polish and international corporations.

Like all banks, Santander is subject to the BION assessment aimed at identifying the scale and types of risk the bank is faced with, evaluating the quality of risk management, evaluating the size of the capital set aside to cover risks related to the bank's activities and management.

One aspect of the BION assessment is the sizeable annual self-assessment forms for risk management, sent in by the Polish Financial Supervisory Authority (PFSA).

## Challenges

The self-assessment forms for banks comprise 13 Excel spreadsheets containing a total of more than 600 questions.

These questions pertain to the majority of key areas of bank operations, and so providing reliable final answers requires the involvement and work of a dozen, or even several dozen, personnel.

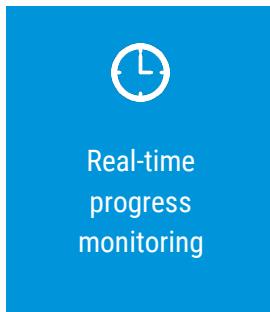
A major challenge for the person tasked with coordinating the process is thus directing the questions to the relevant divisions, ensuring proper and timely responses are returned, collating these in a final version of the spreadsheet and acquiring approvals from all parties involved. This is necessarily time-consuming and poses difficulties in monitoring progress, which leads to work accumulating until last minute.

For personnel involved in preparing the actual answers the key challenge is submitting for approval the best information possible, before the deadline, ensuring consistency with answers given in the past, and across the entire spreadsheet.

## Key benefits



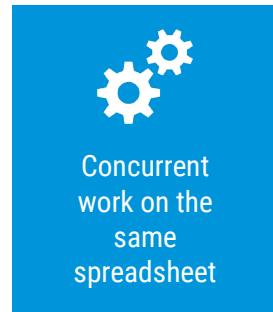
Easy access to current and archived data



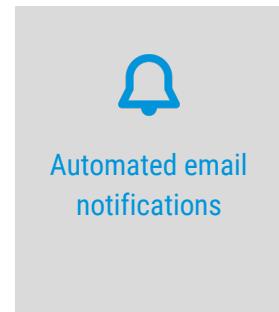
Real-time progress monitoring



Comparing questions with last year's form



Concurrent work on the same spreadsheet



Automated email notifications

## Solution



Santander Bank Polska S.A. decided to implement the AdaptiveBION module to support the BION self-assessment process by completing the spreadsheets in an application which allows for real-time progress monitoring.

The main goals of the implementation were:

- to automate and accelerate the process of completing BION forms,
- to facilitate the monitoring and coordination of work,
- to enhance the process of assigning responsibility for particular areas to appropriate personnel,
- to facilitate concurrent work on forms – providing answers and seeking approval,
- to ensure easy access at all times to all current and past forms.

## Primary functions of AdaptiveBION

The AdaptiveBION application supports users in assigning questions to the right people, fill in answers in the forms and getting approvals for these. The system's key functions are:

- comparing the current form with last year's and mapping corresponding questions,
- assigning particular questions to particular personnel responsible for answering them and approval,
- automated approval process, including multi-level approvals,
- adding consultations to questions (optional),
- ability to look up last year's answers and copy them,
- real-time assessment status for each spreadsheet shown to persons tasked with coordinating each spreadsheet and the entire process,
- email notifications for all members of the form-filling team.

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*“The application and the workflow that come with AdaptiveBION systematized and significantly facilitated the complex self-assessment process and the preparation of the ample data required by the PFSA. With the size of our bank, this cut the time spent on the BION process by 20%, when more than 120 mid- and high-level management are involved in it. The management of internal audit and compliance teams gave top marks to the effectiveness of the self-assessment process as well as the quality of information compiled for the PFSA. What is also worth praising is the style and quality of cooperation with the Supplier during implementation, parametrization and user training. While the bank was performing self-assessment, we could always count on professional assistance from C&F.”*



*Director of Legal and Compliance Division*

*Representative for Supervisory Assessment*

## Effects of implementation



- The board, process coordinators, management and personnel tasked with providing information have easy access to current and historical data related to the BION forms.
- Real-time monitoring shows completion progress, who is responsible for answering which question and what stage they are at, and who is currently involved in the approval process.
- Simultaneous work is made possible by the app, so now each user can work independently, without queuing for the form to be sent to them once the previous person has finished their answer.
- The app sends automated email information about changes to question statuses and actions required from users, which enables prompt reaction.
- Available statistics enable analysis of each spreadsheet completion as well as of the entire process.
- All the data and forms are stored in one place, complete with information on who processed each question and each form.
- More than 91% of the personnel who participated in customer satisfaction survey after performing the BION assessment declared they wished to continue using the app during subsequent BION assessments.

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