

An integrated, unified approach to improving banks' operational resilience



Visibility and consistency are crucial to giving banks better control over the diverse risks that touch every part of their business.

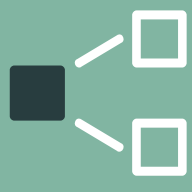
With the right technology, banks can create a more unified, integrated approach to operational resilience that transcends business lines.

REGULATORS WANT TO KNOW:

? Are banks ready for whatever disruption comes their way?

Operational resilience: it's about withstanding (and absorbing) disruption

Gain line of sight between risks and potential areas of impact



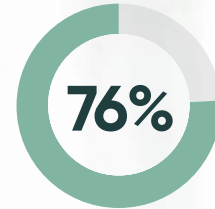
THE CHALLENGE:

As technology becomes deeply embedded in the banking world, banks' understanding of the potential ripple effect of risks is weakening.

THE SOLUTION:

Optimise your ability to oversee and report on operational performance by continuously monitoring changing risks across the entire enterprise in one place.

Over three-quarters of banks are automating manual processes, considering ways to enhance risk data or harmonising control frameworks to help control risk management costs.



Automating manual processes



Enhance risk data



Harmonising control frameworks

Source: 11th annual EY/IF Global Bank Risk Management Survey

Improve coordination and alignment around business continuity plans



THE CHALLENGE:

It can be overwhelming to coordinate the development and execution of business continuity plans across the banking enterprise. This task becomes exceedingly complicated by inconsistent processes and the manual exchange of information.

THE SOLUTION:

By digitising integrating business continuity workflows and reporting, teams gain real-time oversight. Automated digital workflows accelerate communication and action for effective crisis management.

63% OF FINANCIAL SERVICES CEOS



agreed that it's a priority for C-levels to work together on risk management and resilience, but only **29% of the organisations** surveyed used digital tools/solutions to "introduce the cross-functional coordination of risk management".

Source: ESI ThoughtLab and ServiceNow

Gain control over third-party risks



THE CHALLENGE:

Bank services often extend across third parties, requiring banks to share data beyond their four walls. Yet regulators and customers still expect banks to manage any associated risks as tightly as they manage risks within the bank. However, manual processes along with siloed data limit visibility into risks, slowing reaction times.

THE SOLUTION:

Connect internal and external parties, systems, and data with a digital platform that offers integrated risk management, allowing for more standardisation and transparency.



Only **44%** OF FINANCIAL INSTITUTIONS rated themselves extremely or very effective in managing third-party risk

Source: Deloitte Global Risk Management Survey

With a single, powerful platform, ServiceNow helps banks bring together the disparate systems, processes, and teams managing risk.

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