



Highlights

integrated bank-insurance group, catering mainly for retail, private banking, SME and midcap clients with 42 000 employees in 6 EU countries.

Headquarters

Brussels, Belgium

Implemented solution

ServiceNow IT Service Management Suite
Customer Portal
Service Catalog
Asset Management

Implementation duration

3 months

Business Value

Using Financial Losses and Near Misses solution, risk managers can demonstrate the effectiveness of their risk management and provide a single source of data for stakeholders, as well as for teams, communicating the movement of and capturing risks. Ease of access of the ServiceNow Platform means that risk manager have seen a significant uplift in organisational engagement with risk management.

Success Story

Bank group implements Financial Loss data and Near Miss processing in ServiceNow and saves thousands of hours per year for Global Operational Risk managers



About The Company

KBC Group N.V., is one of the major companies and the second largest bancassurer in Belgium. It is the 18th largest bank in Europe by market capitalisation and a major financial player in Central and Eastern Europe, employing some 42,000 staff worldwide (of which more than half in Central and Eastern Europe) and serves 11 million customers worldwide (some 7 to 8 million in Central and Eastern Europe).



The Challenge

Despite of being highly business critical, the Financial Losses and Near Misses processing and reporting process at KBC has been fragmented and involved too many manual interventions. Actual data of the running processes were difficult to get, risk managers had no easy to use tool to create reports and see important trends, possible issues and threats. Process data has been stored in multiple spread-sheets, data sharing and communication were done via email making the fragmentation even worse.



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Solution

KBC Global Risk Operations' team in cooperation with GuideVision consultants, led by Rober Hos, supported implementation of Financial Losses and Near Misses solution on top of ServiceNow Platform. Key feature included:

- Real time dashboards and reporting
- Comprehensive calculation engine
- Multi-user, cross-department, web-based access
- No manual postprocessing

Moving away from spreadsheet-based methods towards more secure, scalable and real-time processing solutions has contributed to this success and helped the business's growth of KBC Group.

