

# Client Success Story

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European Investment Bank (EIB)





# Unlocking Compliance

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PEGA - CLM @ European Investment Bank





## Who we are?



We provide equity financing primarily investing or co-investing along with funds focused on infrastructure, the environment, or small- and medium-sized enterprises and mid-size corporations. The Bank also provides direct quasi-equity financing to support innovative companies in seek of financing to grow.

### **The European Investment Bank**

The world's largest multilateral borrower and lender and one of the largest providers of finance for climate action. As the bank of the European Union, governed by the EU member states, the EIB helps economies flourish, creating jobs and promoting equality and sustainability.

### **The European Investment Fund**

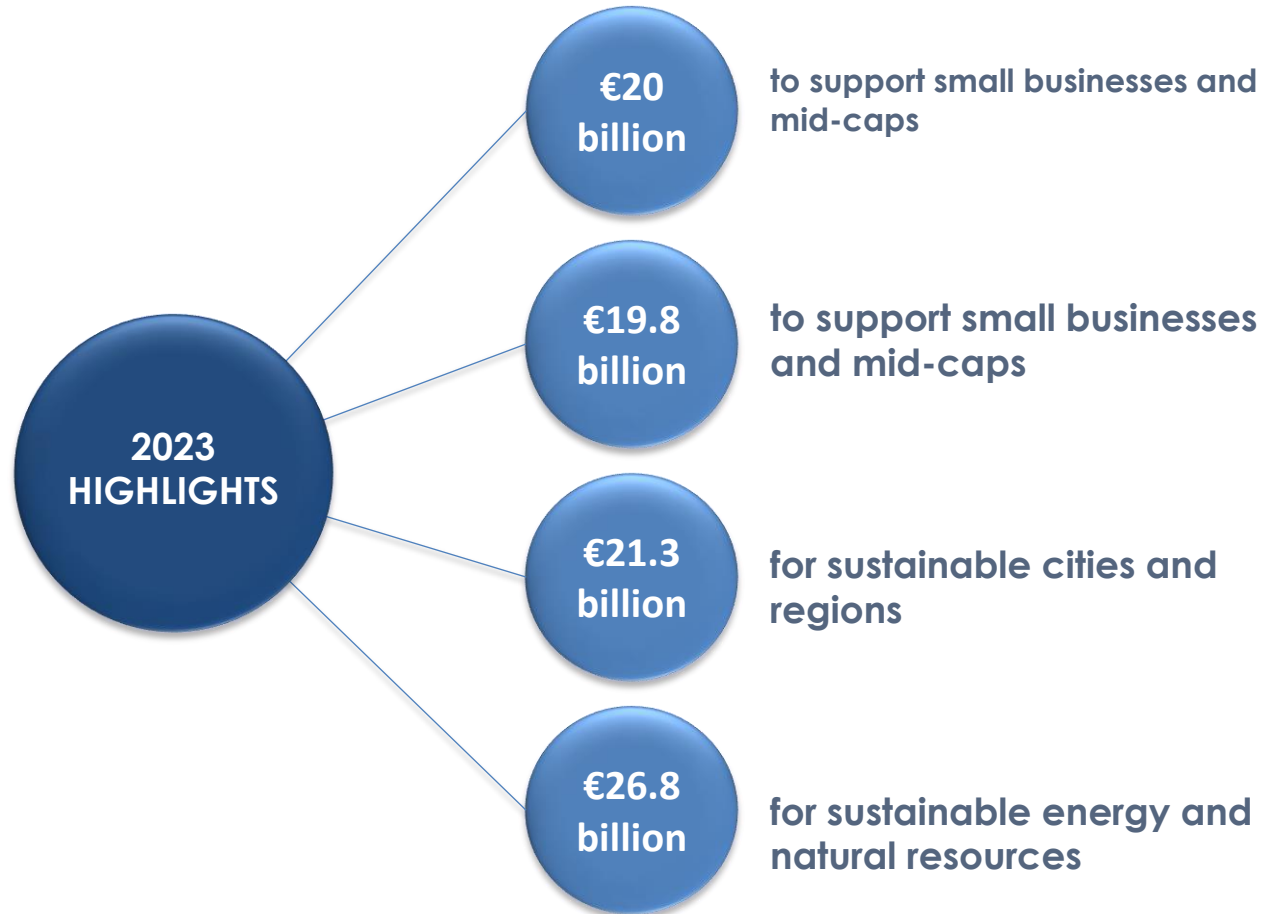
The EIF is a specialist provider of risk finance to benefit small and medium-sized enterprises (SME) across Europe. The EIF is part of the EIB Group. The shareholders are the European Investment Bank (EIB), the European Union, represented by the European Commission, and a wide range of public and private banks and financial institutions.



Since its establishment in 1958, the EU bank has invested over a trillion euros. While climate action is a part of everything we do, our activities focus on the following eight core strategic priorities:

- climate action,
- digitalisation and technological innovation,
- Security and defence,
- a modern cohesion policy,
- agriculture and bioeconomy,
- social infrastructure,
- high-impact global investment, and
- capital markets union.

The EIB works closely with other EU institutions to foster European integration, promote the development of the EU and support EU policies in over 160 countries around the world.



## Onboarding and Monitoring EIB Group Application (OMEGA)

- Project to digitalize the EIB Group Counterparty on-boarding process
- Re-design processes for automation and streamlining including enhancing the User and Client experience
- Implementation of the Lines of Defense model: Enabling Business Users to perform checks on their own
- Consolidating and connecting all systems (screenings, data providers, archive etc.) into one workflow
- Putting in place a secure platform for continuous enhancements and readiness for new technologies (e.g. AI)



The biggest complexity of this project lies outside of the system:  
Change Management

Compliance connects all key banking processes, but...

- ...operates as a 2nd Line behind a complex business with a complex system landscape
- ...often systems serve primarily a business purpose and are developed with that in mind

Compliance is a cost center....

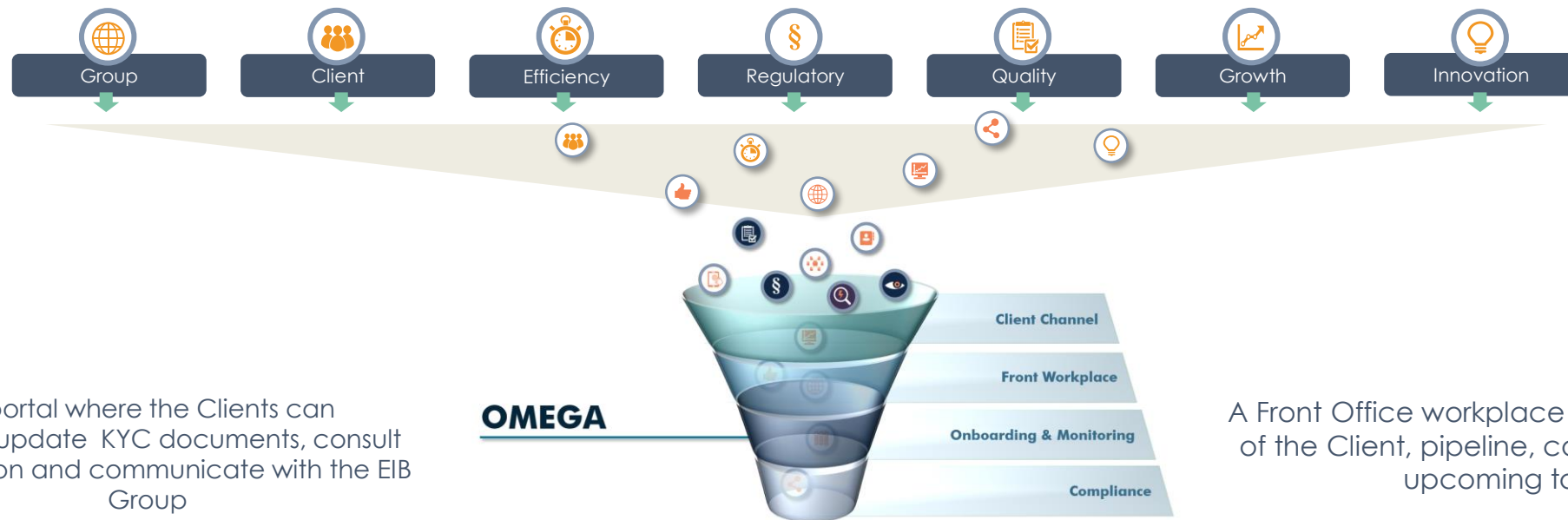
- ...IT investments often do not generate straight forward financial return
- ...has to implement solutions based on regulatory requirements and deadlines

It is not enough any more to point to a regulation, Compliance has to...

- ...create business cases to enable high tech solutions rather than the minimum necessary
- ...show business value through efficiency gains, quality, risk avoidance, re-usability etc.
- ...combine regulatory innovation with business needs to create project synergies



Teams around the EIBG got together to join forces to build a new state-of-the-art solution using **PEGA-CLM**.

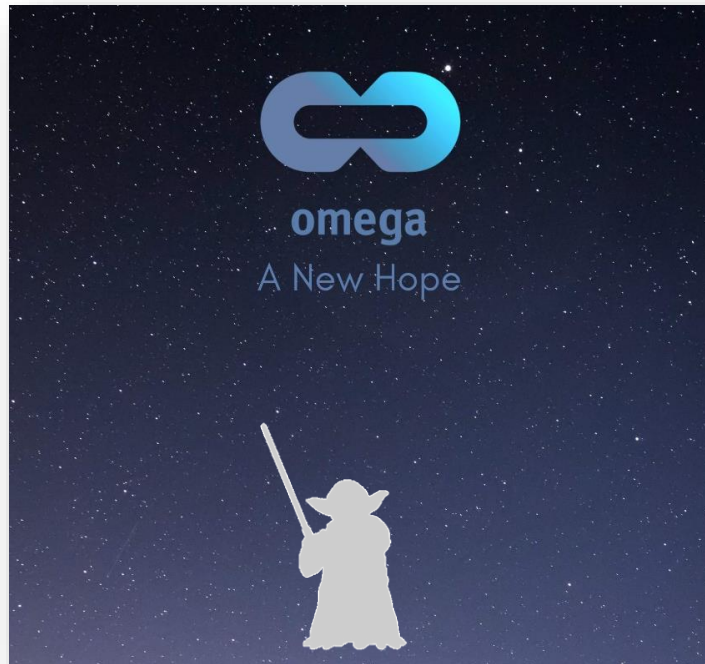


A portal where the Clients can upload/update KYC documents, consult information and communicate with the EIB Group

A process engine that guides the user; automated screenings, risk scorings & data from external sources

A Front Office workplace with a 360° view of the Client, pipeline, contacts and the upcoming tasks

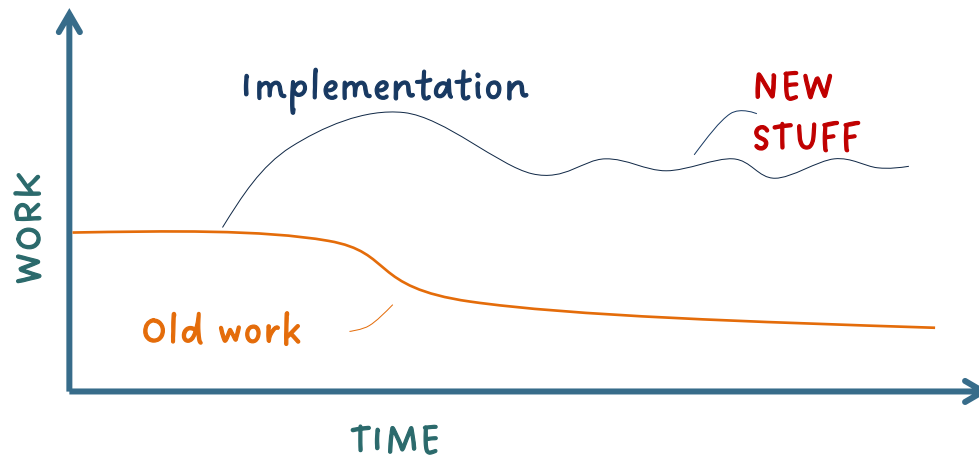
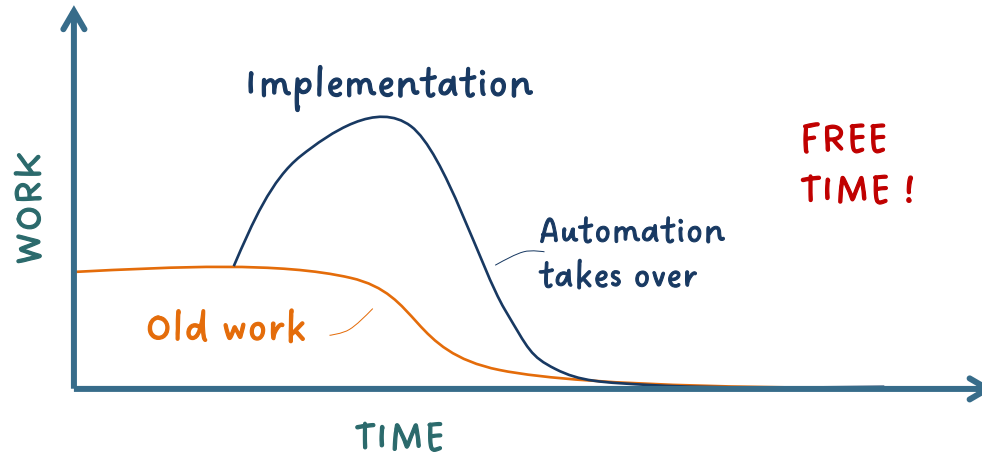
A monitoring platform with alerts, escalations, dashboards, validations and data updates



## Will the system fix everything?

- No, OMEGA will not fix everything, but it will put the entire Client Lifecycle Management on a completely new process and technology level
- The new processes are streamlined and match best practices
- It is a group system with group methodologies
- It includes multiple connections to external screening providers
- It also connects to external data providers to limit our requests to the Clients and will connect to our new Client Portal for efficient and guided Client interactions
- It provides full process transparency with automatic steps, escalations, time tracking and audit trail.
- It reduces operational risk and increases efficiency with no copy & paste and everything in one place



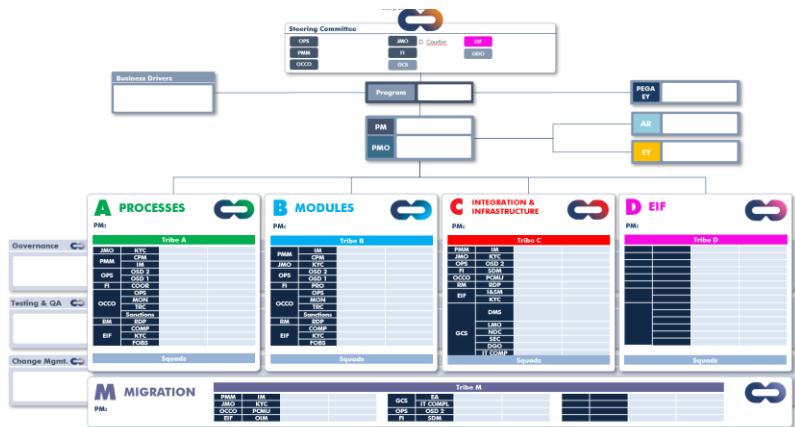


## Creating a Business Case

- Measure effort: Document work and estimate effort old v new, define KPIs
- Prove effort: Invest in case management systems that can measure effort objectively
- Don't overpromise, it only works once. Compliance still requires thinking and analyzing
- Take the long view: Show how the solution can support future initiatives, new trends or new business
- Think big: Every new initiative should be a piece of the puzzle of a broader picture
- Think transversally: Create coalitions and combined business cases by incorporating other's needs

Setting up a project organization in a public sector environment

- Squaring the circle by involving everybody but at the same time letting small empowered teams to work
- Invest in change management and communication
- Have clear mandates for the teams
- Co-location
- Close vendor relationship
- Make room for mistakes: Plan for re-work and re-development
- Go live in stages, close business support
- Direct involvement of Senior Management



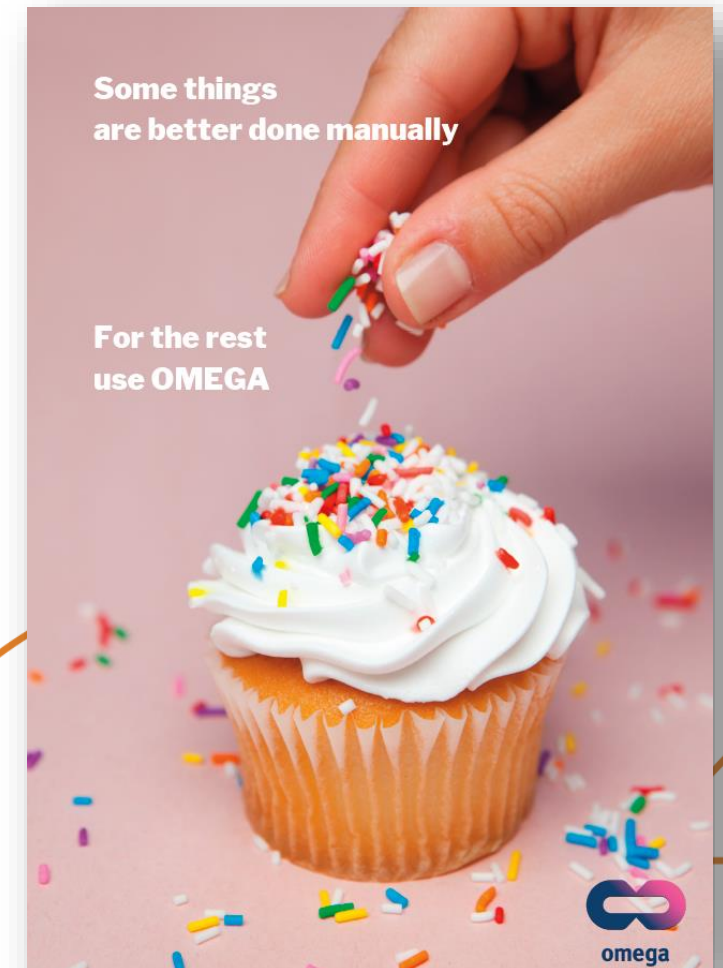
## Status

- OMEGA went live in April 2023 with the on-boarding process and a gradual roll out. Additional enhancements have been put in place since then
- After the implementation of the KYC Review processes and the first data migration, the EIF comes next
- The work will not stop there but continue to deliver features such as the connection to the Client Portal and other lifecycle processes
- The project has experienced multiple challenges due to complexity and change management
- No good deed goes unpunished: The list of new requests is growing and shows that the new platform creates opportunities

The project has faced many technical and change management challenges but has been (so far) successful due to:

- A strong external and internal project team
- Direct Senior Management engagement empowering the teams
- A flexible technology

...all not letting “the perfect be the enemy of the good”



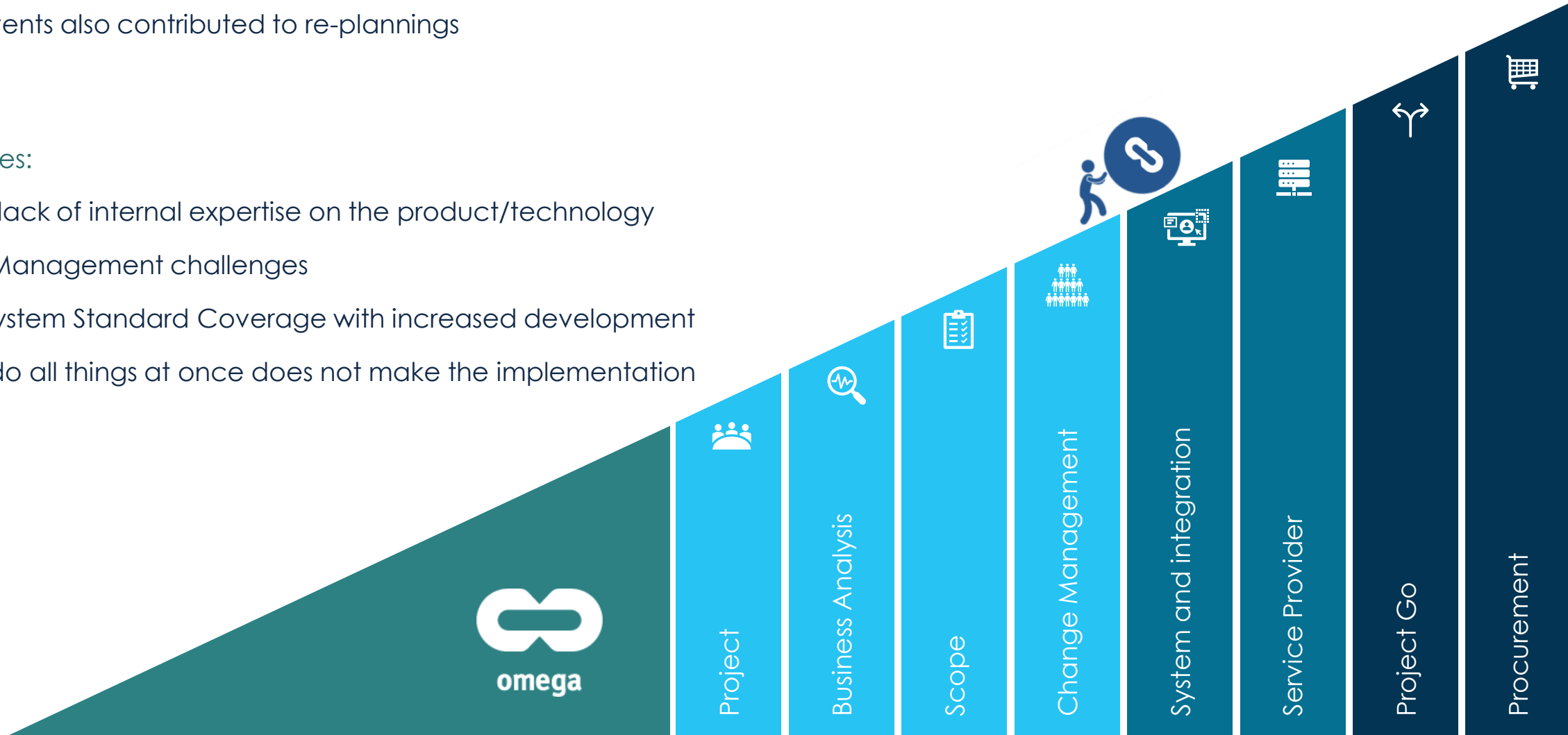


## Main Complexity and Time Drivers outside of delivery

- The biggest single time driver was procurement and associated contract negotiations
- The second one was even before procurement the pending decision to start the project
- In addition, the project faced unexpected events such as two platform upgrades and a technical review
- Outside events also contributed to re-plannings

## Key challenges:

- The initial lack of internal expertise on the product/technology
- Change Management challenges
- Gaps in System Standard Coverage with increased development
- Trying to do all things at once does not make the implementation faster



### Main Success Factors

- The two single most important success factors were the key people involved and the cooperation within the IT-Business team
- Management support from the inception and hands on involvement
- Keeping the project team mostly internal avoided additional costs, increased empowerment and keeps the valuable experience gained in-house





Dashboard

New onboarding

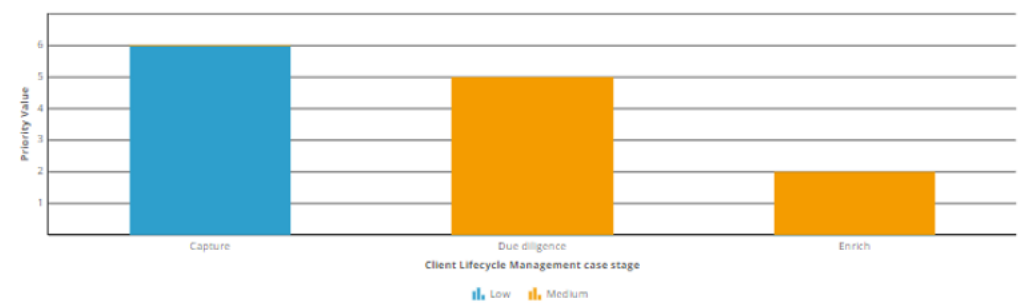
14 cases are ON TRACK

0 OFF TRACK

My current Client Lifecycle Management cases by stage



My current Client Lifecycle Management cases by stage and priority



My action list

Customer	Task	Task urgency	Task due in	Case	Case urgency	Case due in
l	Collect basic customer details	50	No SLA defined	MEC-1	0	1 day 22 hours from now
l	Collect basic customer details	10	1 day 20 hours from now	ONB-12007	0	1 day 20 hours from now
test	Collect basic customer details	10	1 day 21 hours from now	ONB-12011	0	1 day 21 hours from now
TEST_PB	Collect Basic Customer Data	10	No SLA defined	PR-5	0	1 day 23 hours from now



Marge Simpson

Adverse Information (ADV-29002)

Save for later

Actions



Due in 1 day 23 hours from now

Overall Risk\*

Dropdown menu for Overall Risk

Overall Reason\*

Text input field for Overall Reason

Adverse information media search

POWERED BY

Search input field



Sort by dropdown menu

Duplicates dropdown menu

Language dropdown menu

Advance Search

Clear filter

Showing 28 of 28 results related to Marge Simpson

Mass Fraud, Arson Threats, Murder, Organized Crime, Kidnapping: What Are Buyer Beware?

27 December, 2023 | Mondaq Business Briefing

In an episode of The Simpsons in the late '90s, Marge Simpson turned estate agent to make some extra cash. She made her first sale b...

2 Investigation

Investigate matches

Attached articles

Mass Fraud, Arson Threats, Murder, Organized Crime, Kidnapping: What Are The Limits Of 'Buyer Beware'?

27 December, 2023 Mondaq Business Briefing

Positive, material

Indian Wall Streeters who tell from grace

30 April, 2019 The Economic Times

False

First Prev Next Last



Back

Actions

Simpson Bank ONBOARDING

Customer information

View visualizer More



Internal ID

Legal name

Simpson Bank

Former Name

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Legal Entity Identifier (LEI)

Core NACE Code

Responsible Name All Responsible Units

Responsible Unit Project Number

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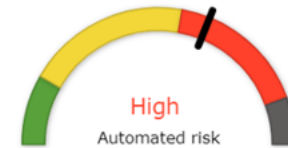
Additional Project Number

Country

Address line 1

Evergreen Terrace

RISK PROFILE



CDD Planned Next Review Date

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**Thank You !**