



Case Study
Banking Compliance

National banking institution uses OneSumX[®] ProViso to manage the complexity and volume of state and federal regulatory obligations



Snapshot

This case study focuses on a large U.S.-based bank that provides personal, commercial, and institutional services.





Challenge

- With a presence in all 50 states, this large U.S. banking institution is subject to thousands of state and federal regulatory obligations, which develop continuously and vary by jurisdiction
- Historically, it has been an enormous challenge for this type of financial institution to keep pace with such a massive volume, breadth, and scope of regulatory change, while understanding the ongoing impact on internal obligations and third-party risk management practices
- Regulatory scrutiny and demands on the compliance function have also increased. Beyond understanding how to operate in compliance with state and federal requirements, the institution is required to provide proof of compliance across the board to internal stakeholders and regulatory authorities
- Prior to partnering with Wolters Kluwer®, this bank had a governance, risk and compliance (GRC) suite in place, but there was no state-level regulatory content feed to meet their needs. Teams had to manually search for, interpret, and apply a vast amount of regulatory data. Given that requirements, complexity, approaches, and terminology can vary widely by jurisdiction, a massive resource commitment was required to maintain regulatory compliance obligations on a national scale
- A multitude of content sources were used, including 50-state surveys and analysis on various regulatory topics from external partners. As information was often delivered and managed in a spreadsheet format, it was not easily searchable. Additionally, in a dynamic regulatory environment, information was sometimes outdated or quickly went stale
- Despite previously investing with two major vendors for obligation management, the bank did not receive a solution that had the desired results



Solution

- When the bank brought Wolters Kluwer on board, we realized that the complexity of their challenge required a groundbreaking solution. Drawing on the combined expertise of our compliance experts, data scientists, and emerging technology specialists, we took an innovative and collaborative approach to solving this industry-wide problem
- The result is OneSumX® ProViso—an AI-based solution that leverages Wolters Kluwer’s deep regulatory expertise, constantly updated regulatory library, and advanced technology to help financial institutions develop, maintain, and prove compliance with their legal obligations to U.S. federal and state regulators
- Using machine learning, natural language processing, and human content subject-matter expertise from legal and regulatory experts, the solution analyzes, groups, and clusters relevant legal requirements across multiple jurisdictions. As part of this process, Wolters Kluwer compliance teams document the rationale for all groupings of requirements and explain how state requirements compare to federal requirements, where applicable
- OneSumX ProViso further filters and isolates those citations that require necessary action, allowing a user to view the entire citation or digestible summaries that capture actionable requirements in a single sentence
- A condensed, easily-intelligible, and applicable set of laws and regulations are seamlessly integrated into workflows across the banking group. Compliance teams and customer-facing employees are now able to focus on the relevant citation sets for their jurisdictions
- In addition to simplifying the process of creating and managing a rationalized set of legal requirements, the solution provides end-to-end traceability and reporting to facilitate internal audits and demonstrate compliance to regulators across multiple jurisdictions
- OneSumX ProViso harnesses the power of Wolters Kluwer legal experts and AI-based technology to cluster and maintain requirements. This is presented in an easy-to-use workbench interface for the bank’s legal and compliance users. The bank’s users are then able to apply their own parameters and business context to the clustered requirements, and ultimately develop bank policies and obligations for the first line of defense. End users are also able to create their own clusters and groupings within ProViso

Benefits



Initially, our client estimated a need for 90-100 attorneys to continually monitor, interpret, and integrate regulatory change at a state and federal level. OneSumX ProViso can complete this work in a cost-effective and proven manner.



With the ability to cluster information and combine commonalities in laws across multiple jurisdictions, the group has substantially reduced the number of individual requirements it needs to manage. More efficiently rationalizing this inventory enables the firm to save time and effort while ensuring comprehensive compliance and proper management over their risk.



AI-based tagging allows the firm to:

- Easily find the regulatory updates that apply to the business
- Integrate applicable regulations into day-to-day processes using workflow tools
- Prove that policies and processes align with all relevant regulatory requirements



With access to comparative state-to-state and federal-to-state analysis written by Wolters Kluwer compliance experts, there's less need to engage with third-party providers to conduct 50-state surveys.



Downstream benefits include efficiently equipping employees to conduct their day-to-day tasks in a fully compliant manner and ensure customers are treated fairly and in line with the latest regulatory directives.



Overall, our client has a solution that allows the entire institution to keep pace with the overwhelming complexity and volume of state and federal regulatory obligations—while minimizing manual effort, reducing risk, elevating financial performance, and providing an exemplary customer experience.

About Wolters Kluwer Governance, Risk & Compliance

Governance, Risk & Compliance is a division of Wolters Kluwer, which provides legal and banking professionals with solutions to help ensure compliance with ever-changing regulatory and legal obligations, manage risk, increase efficiency, and produce better business outcomes. GRC offers a portfolio of technology-enabled expert services and solutions focused on legal entity compliance, legal operations management, banking product compliance, and banking regulatory compliance.

Wolters Kluwer (WKL) is a global leader in professional information, software solutions, and services for the healthcare; tax and accounting; governance, risk and compliance; and legal and regulatory sectors. We help our customers make critical decisions every day by providing expert solutions that combine deep domain knowledge with specialized technology and services. Wolters Kluwer reported 2021 annual revenues of €4.8 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 19,800 people worldwide. The company is headquartered in Alphen aan den Rijn, the Netherlands.

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