

Edgile Case Study: Financial Services

A leading regional bank with specialized lending operations

Challenge

- Inability to provide leaders throughout the organization with the risks associated to their part of the business
- Decentralized, document-based processes

Goal

- Deliver organizational risk reports for different levels of the organization and leaders throughout the company
- Enhance PCI SAQ and internal attestation processes
- Transform and automate Issue Management

ServiceNow Products

- Integrated Risk Management
- CMDB

Edgile Approach

- Agile development approach
- Process re-engineering workshops to remove friction and streamline
- Leveraged ServiceNow 'Sys User' table and the CMDB to dynamically generate a business hierarchy of departments and teams, with applications and ownership to drive reporting efficiencies

Results



Eliminated challenges around document management by transitioning manual processes into ServiceNow



Enhanced stakeholder collaboration and transparency



Enabled early detection of potential control gaps based on issues management reporting, PCI SAQ assessments, and internal attestations