

# SymSure Customer Success Story

## Banking

### The Company

- In operation for over 125 years
- Most profitable national bank and best run with blue chip management
- Full spectrum bank – retail, brokerage and investment banking as well as a wide range of both individual and corporate services
- Over 25% net income growth; over 17% asset growth; over 30% loan portfolio growth
- Digital imperative: over 75% of all transactions are electronic
- AA+/F1+ Fitch rating

### The Challenges

- Analytic tools are in place generating exceptions but without supporting workflow
- Exceptions, compliance rules and reports are emailed to branches and completed manually
- Completed reports coming back from the branches number in the 1000's
- Many reports are late and it is very difficult to monitor which branches have completed which reports
- Manually intensive to compile and aggregate all of the individual reports
- This manual process did nothing to ensure compliance or to improve the monitoring of the business processes

### The Quote

*“With SymSure Monitor, we were able to take control.”*

### The SymSure Solution

- Compliance no longer generates manual reports and emails them to the branches
- SymSure automatically distributes the exceptions, compliance rules and reports to the right branch personnel
- Branch personnel are automatically notified of pending issues requiring their attention
- Any items not dealt with in a timely fashion are automatically escalated
- 95% of all cases and issues are now dealt with on time
- Month-end reporting is now automatic and takes hours instead of days
- Compliance now has a repository of the cases and issues and their remediation history
- All branch activities are remotely monitored
- Compliance is maintained and any anomalies are identified immediately
- The company now has full insight into the business processes supporting the branches
- Implemented the solution in three (3) months

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