Improving Traceability and Productivity for a Leading Bank with ServiceNow

About the Client
The client is an American bank holding company specializing in credit cards, auto loans, banking, and savings accounts, headquartered in McLean, Virginia with operations primarily in the United States. It is on the list of largest banks in the United States and has developed a reputation for being a technology focused bank.
Business Challenges

Compliance lies at the core as part of code of ethics. The organization faced a stringent regulatory environment, making an overriding focus on compliance even more crucial. Sharing client information to outside users was critical and needs proper approval process. Risk assessment of a new application is required before it becomes the part of organization infrastructure and IT desk. Exceptions for any Asset or customer information should be well understood, informed and approved. All applications should follow a security assessment process and documentation. They needed a scalable solution that the scope includes all exceptions.

Our Approach

The client approached Royal Cyber for some custom applications. Our team developed few apps that solves the specific needs of the client.

- Privacy Suppression Assessment
- Application Risk Assessment
- Unified Exception Process
- Application Security Assessment

All the apps involve the specific workflow, UI and Data Policies and Forms design.
RESULTS
Using our solution, we greatly enhanced the company’s functionality by giving the users flexibility. Our experts built the apps in a short period of time. And, we could take an iterative approach, since we were configuring the application rather than writing code. The client traces its exceptions in ServiceNow. Each exception is prioritized, tied back to the corresponding regulation, and assigned to the right owner. Owners can create complete remediation plans within the application, assigning and tracking individual actions.

KEY TAKEAWAYS
1. Better Control Over the Process
2. Eliminated the Errors
3. Reduced the Incidents Proactively

RESULTS/BENEFITS
- we greatly enhanced the company’s functionality by giving the users flexibility.
- An iterative approach, since we were configuring the application rather than writing code.
- Our experts built the apps in a short period of time.

SOLUTION
Using our solution, we greatly enhanced the company’s functionality by giving the users flexibility. Our experts built the apps in a short period of time.
About Royal Cyber:

Simplifying IT for Customers & Partners

Royal Cyber Inc. Headquartered in Naperville, IL is a leading software organization that provides services ranging from application development and deployment to training and consultancy. We commenced the operations in the year 2002 as a specialized Technology provider striding in as a software deployment service provider, assisting clients to meet the standards and demands of doing business in the rapidly changing marketplace. Today we stand tall as a One Stop Shop for all your IT needs.