

# RABOBANK

Uniting the workforce for unified risk management  
with RSA Archer

## AT-A-GLANCE

### Challenges

- Rabobank's ICT team handles a large number of risk-related activities. Each of them was managed using a different platform or tool, creating significant inefficiency
- Senior managers struggled to gain visibility of the bank's overall risk posture

### Results

- With RSA Archer, managers can view up-to-date data about all actions, issues and deviations, and respond to them immediately
- Having a single unified tool has eliminated the inefficiency of the previous model
- Business users appreciate the Archer platform's simple interface, strong performance, and flexibility to meet their specific needs

**"It was not only me personally who thought the Archer solution was the best. The users also rated Archer higher than every other solution... All together they said that they felt RSA Archer was the best tool for us and that it was the best one we could implement in a short time."**

JANS JANS, CONTROL & COMPLIANCE OFFICER, RABOBANK



**Dating from the end of the 19<sup>th</sup> century, Rabobank is a bank by and for customers. Over the past several years it has grown from its home territory in the Netherlands to become an international financial services provider with activities including banking, asset management, leasing, insurance and real estate. Its independent local branches are the most tightly knit banking network in the Netherlands, serving millions of Dutch retail and wholesale customers.**

#### **ABOUT RSA**

RSA's Intelligence Driven Security solutions help organizations reduce the risks of operating in a digital world. Through visibility, analysis, and action, RSA solutions give customers the ability to detect, investigate and respond to advanced threats; confirm and manage identities; and ultimately, prevent IP theft, fraud and cybercrime. For more information on RSA, please visit [www.RSA.com](http://www.RSA.com).

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#### *Please tell us about yourself and your organization*

My name is Jans Jans and I'm a control and compliance officer for Rabobank Netherlands. I've been with Rabobank for over 26 years, with the last 12 of those being focused on risk management. My target area is Group ICT, the ICT company of Rabobank, and my main job task is to aid the senior management team in managing risk and being compliant.

#### *What GRC challenges were you facing?*

The main GRC challenges we were facing lay in the fact that we had a lot of risk-related activities, but they were all registered and administrated in different tools. We had all kinds of tooling in the Group ICT department – Excel, Word, Access, you name it. So, we decided that we should make the processes more efficient and effective by using one tool. We started by implementing the non-risk processes within Group ICT, so we used the policy management and issue management modules, as well as business hierarchies and price management. We then added the risk management and task management modules

The second challenge we faced was that the management did not have access to all the data they needed. They were surprised by things that happened with their own risk data.

#### *How did you select a new GRC tool?*

We undertook a major programme to select the right tool. We included many users, who contributed their demands, and we compared a lot of vendors' solutions. In the end we chose RSA Archer.

It was not only me personally who thought the Archer solution was the best. The users also rated Archer higher than every other solution. They looked at the functionality, the interface, the performance, the look and the feel, and they looked at how it met their own specifications. All together they said that they felt RSA Archer was the best tool for us and that it was the best one we could implement in a short time.

#### *What benefits have you seen from the solution?*

We saw the benefits immediately. We could send the relevant data to the responsible management personnel so they had a day-to-day view of all their actions, issues, deviations and so on. It enabled them to see what was going on and we found that things which had been left for a long time were picked up and dealt with. It gave them clear red flags on the operational dashboards.

Later on we learnt that the inefficiency of the previous methods was solved by using one tool as well, so we were very pleased about that. The third advantage is the fact that the users were enthusiastic. They really appreciated the interface, the performance and the way it supported their work.

#### *What has been your experience of working with RSA?*

The best thing for me about working with RSA is the fact that, as a control and compliance officer, I have access to all data I need. I can see what's happening, and where the organization has deficiencies I can see what is done to cope with them. I can see whether or not management has accepted things correctly at the right levels and I can execute my control tasks much easier than in the past.

*To view the full video interview, go to <http://www.emc.com/link>*