

Technology & Compliance: Best Governance Practices

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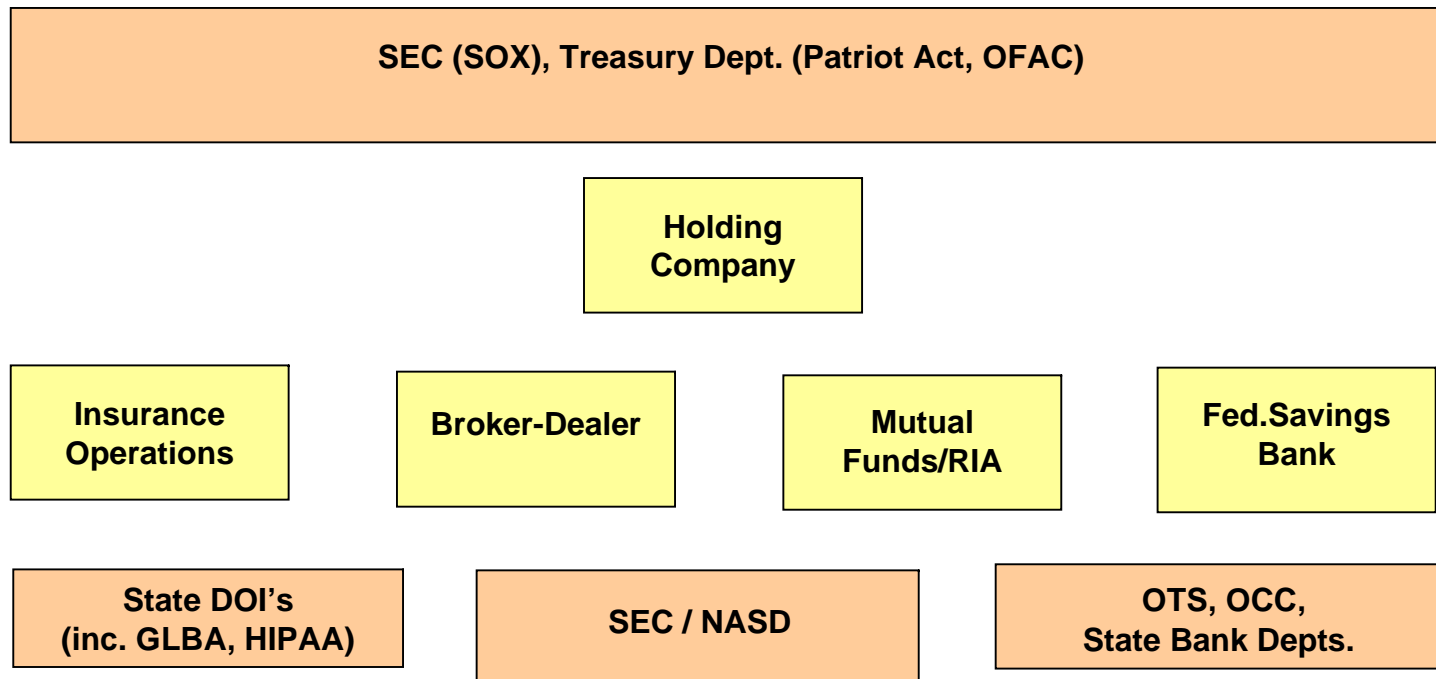


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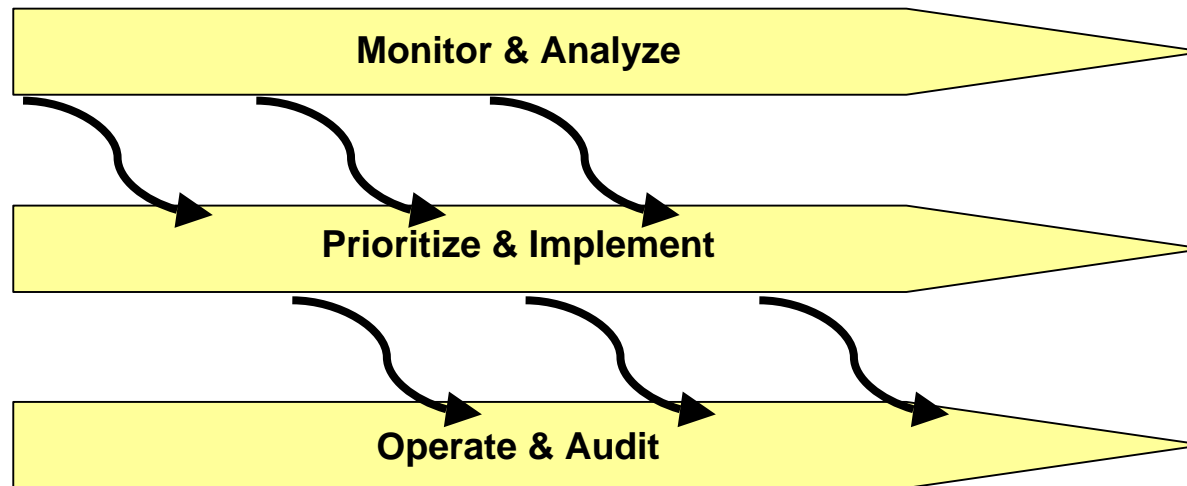
About Celent

- Celent is a retained advisory service providing our clients with research and consulting on technology and business issues
- Celent is focused totally on financial services: insurance, banking, and securities
- Research
 - Overviews/Market Trends/Surveys
 - Case Studies
 - Vendor Comparisons
- Advice
- Custom Research & Strategy Consulting

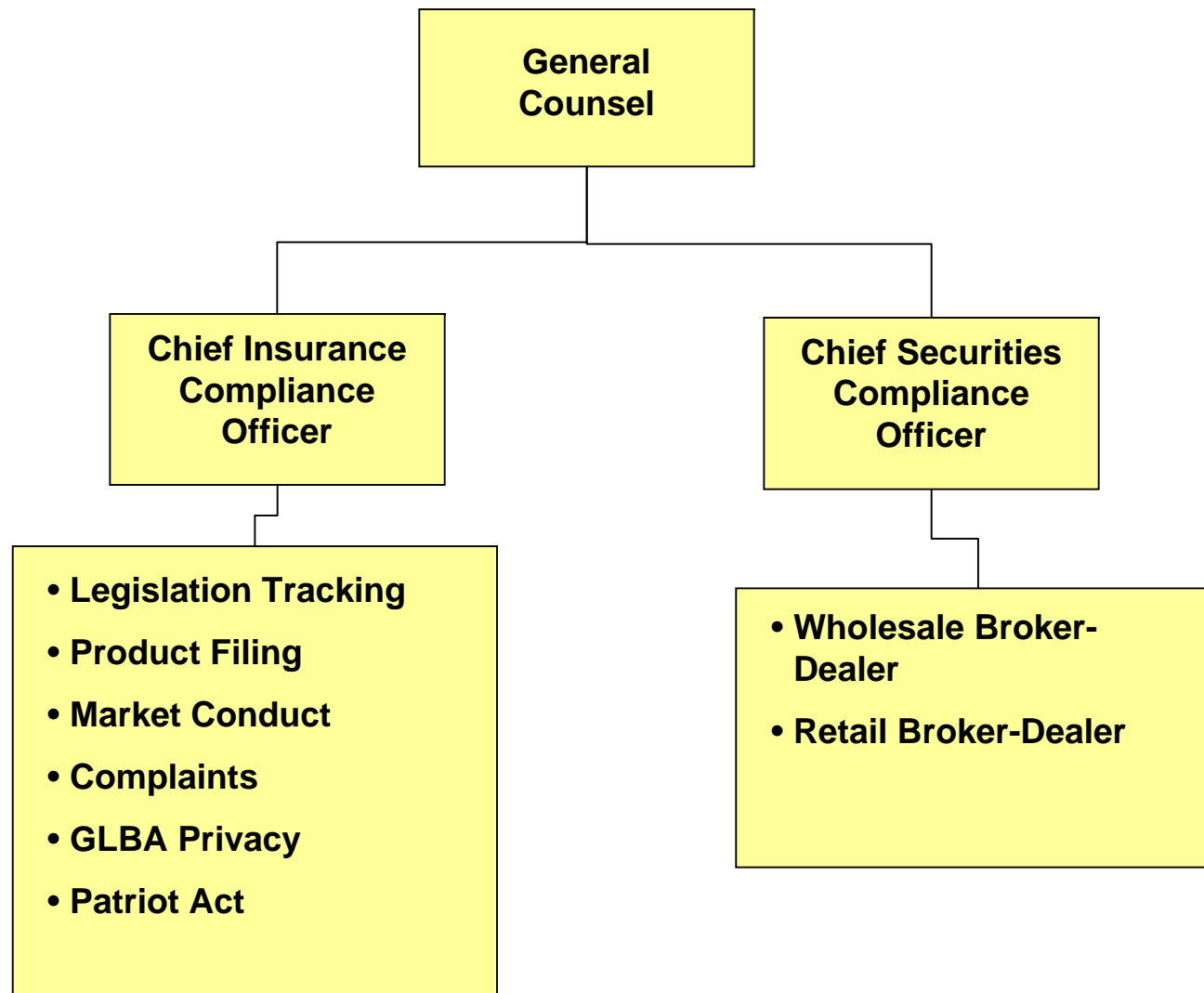
The Compliance Sandwich



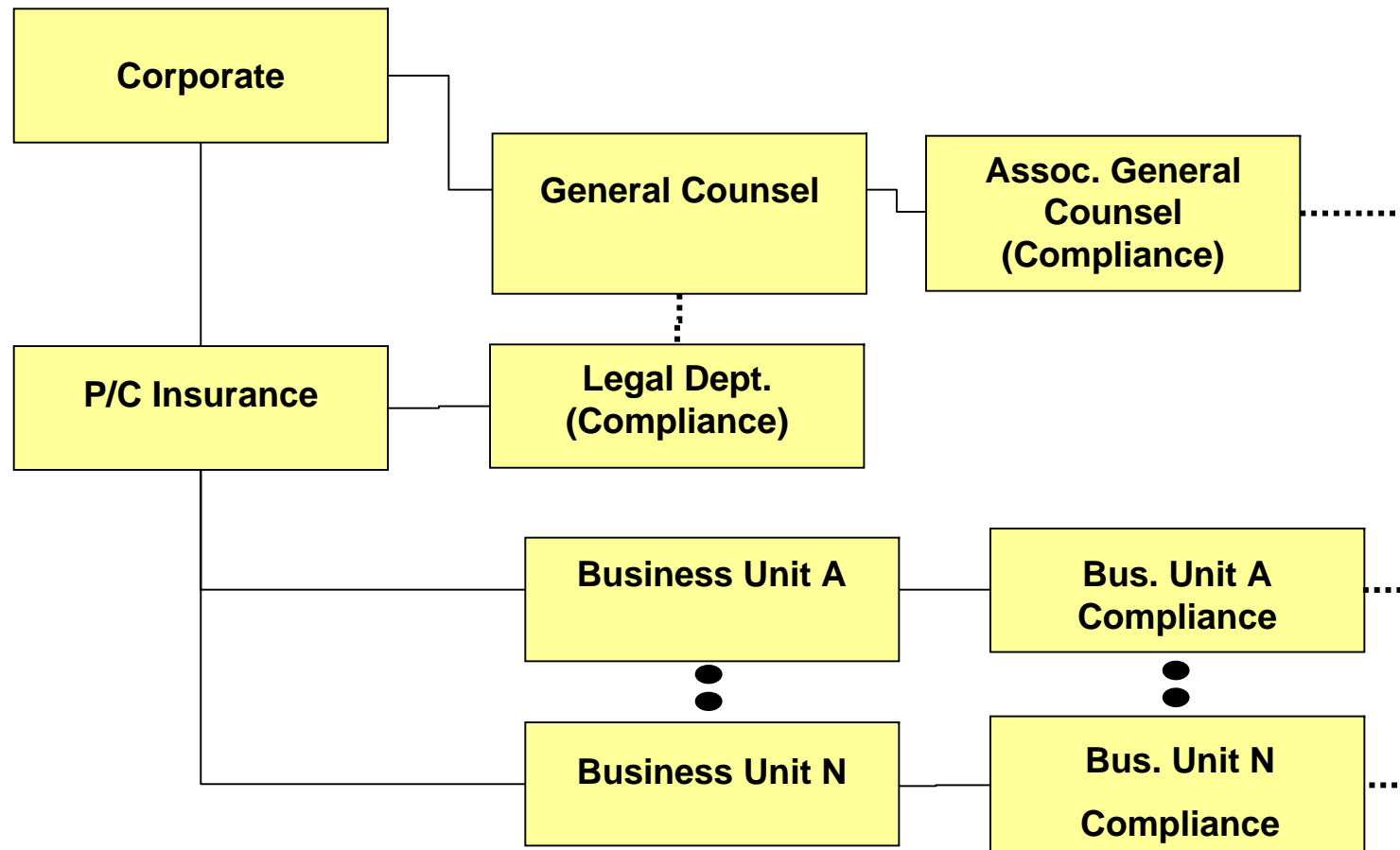
The Compliance Process



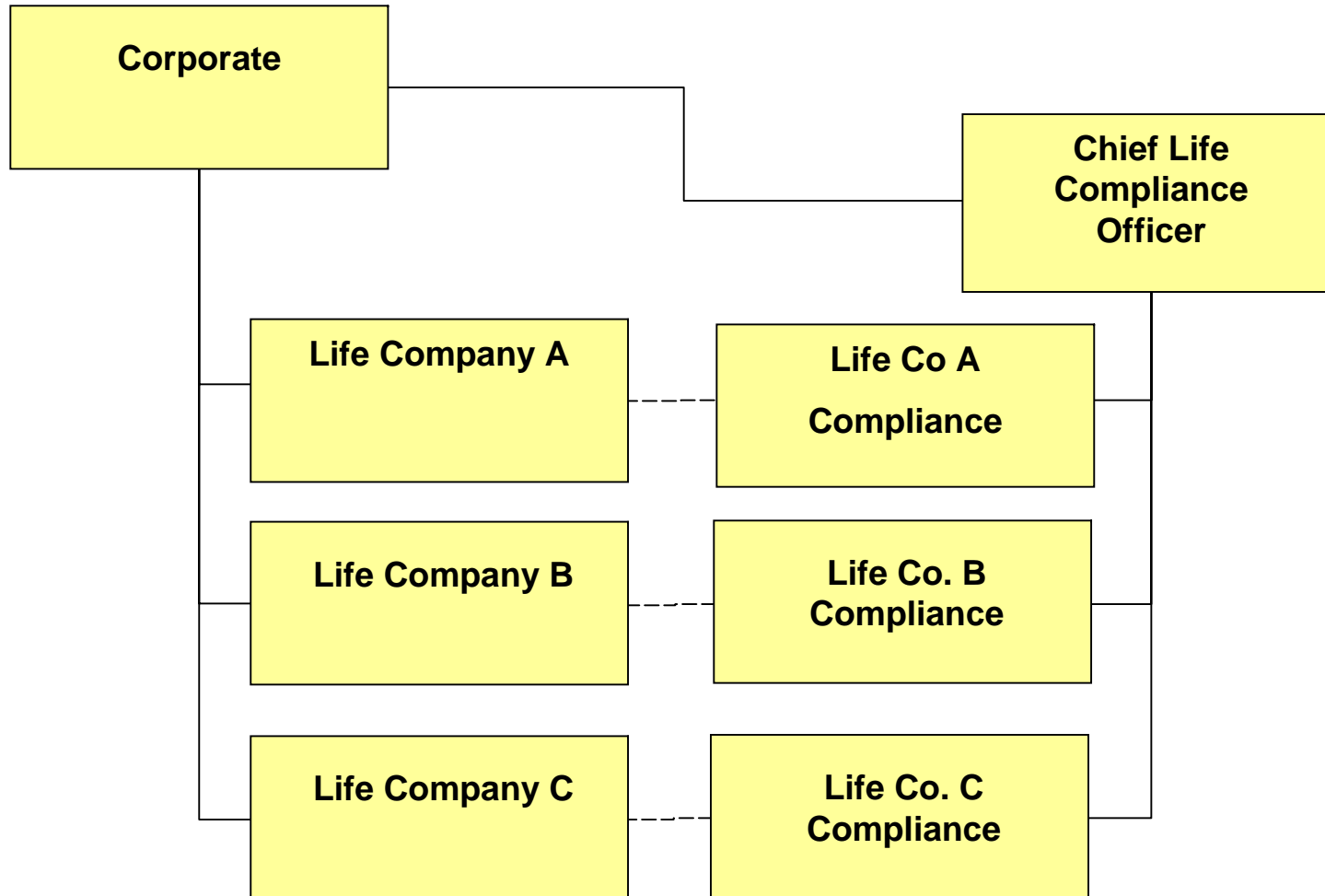
Compliance Organizational Variation: Centralized



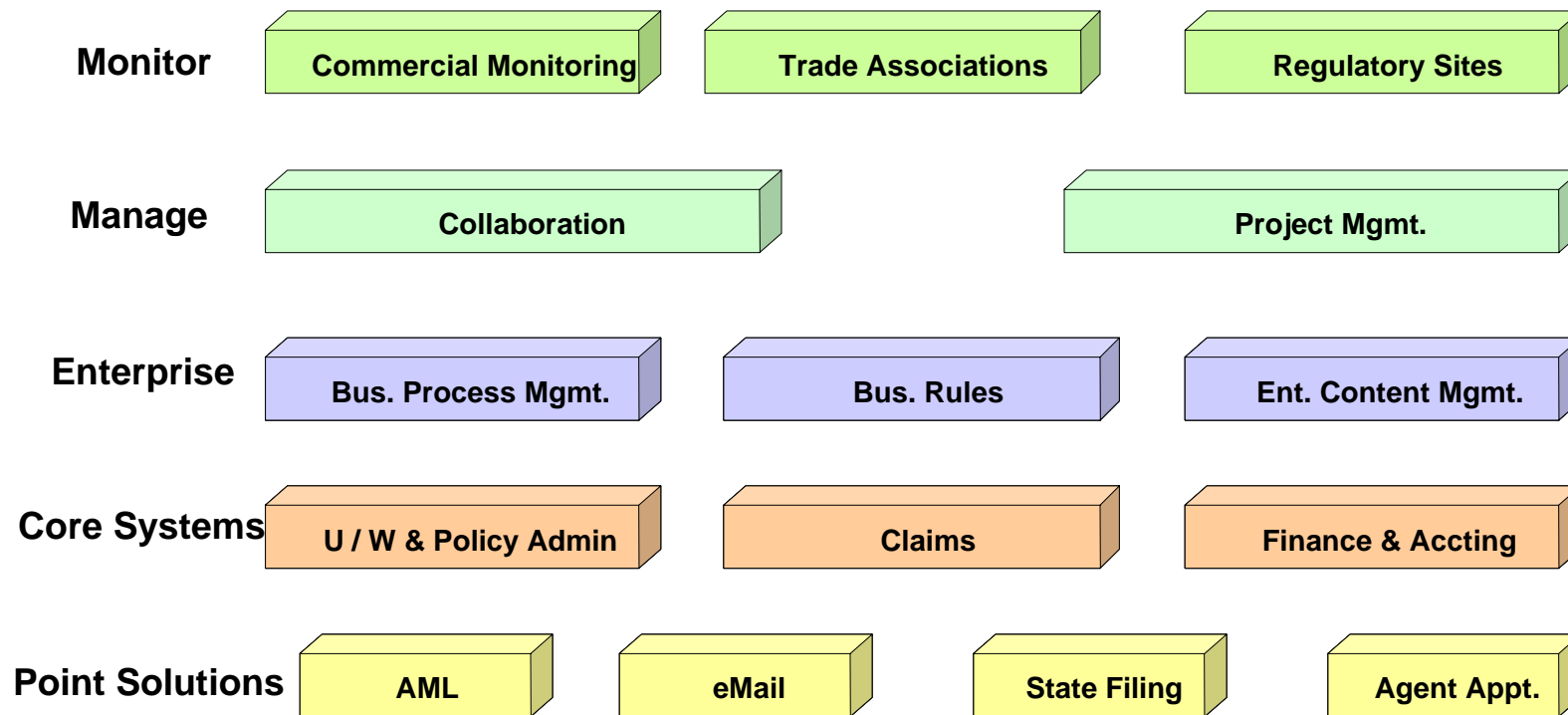
Compliance Organizational Variation: Decentralized



Compliance Organizational Variation: Federal



The Compliance Technology Stack



Case Study: Governance at Allianz Life

- Allianz Life: 2005 premium \$13.8 bn; sells life, annuities, securities
- Enterprise Operating Committee sets priorities using a Value Score:
 - Potential for solution sharing
 - Business goal alignment
 - Efficiency
 - Improving customer service
 - ROI
 - Regulatory mandate
- And a Risk Score
 - IT resources/skills required
 - Project duration
 - Integration issues
 - Architectural alignment
 - Benefits

Best Practices

- Process
 - Link information and workflow throughout the compliance cycle
 - Actively manage the process
 - Use metrics for continuous improvement
- Organizational
 - Someone must own compliance
 - Align compliance and operational structures
 - Separate insurance and financial services compliance from other compliance
- Technology
 - Use available monitor and manage solutions
 - Use other enterprise and core systems' workflow and decision functionality
 - Buy tools, build reluctantly

Questions?

Thank you

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