When regulation becomes everyone's business...

ROK Solution brings together 7,000 front-office and back-office agents, process owners and managers (regulatory, legal) around a single repository of the bank's 1,300 business procedures, facilitating compliance with regulatory obligations imposed by the ACPR.

Document and monitor
the access to business procedures

Collaborate
to simply update continuously by the business

Build a living and accessible asset.

ROK Solution allows to map and document business procedures. Organized into processes and sub-processes, broken down into tasks, a powerful search engine facilitates its access.

For retail banking (RBWM), corporate banking (CMB), private banking and soon insurance, more than 1,300 procedures, to which more than 2,000 documents are attached, describe the operations carried out in branches, at headquarters and in offshore back offices (Poland, India, Egypt).

An asset accessible through a modern user interface, taking into account the rights of the 7,000 collaborators to visualize the contents, according to their organizational connection, or their scope of responsibility. The monitoring tools make it possible to appreciate the access to the repository and thus to feed its continuous improvement.
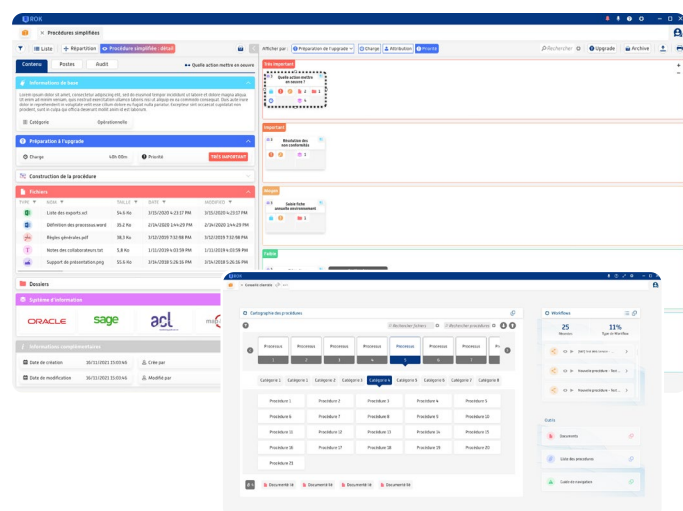
Guarantee the freshness of the content.

Frequent changes in banking regulations, organizational changes, external events in the banking market, lead to a continuous updating of the repository.

A community of 200 process owners updates the documentation directly in ROK Solution in real time, with changes validated by business, legal or regulatory managers at the heart of the platform. A structured and managed collaboration, also involving teams of external consultants, contributors to the drafting of procedures, in control of access rights to the repository according to the role of each. At a given moment, some 40% of procedures are thus opened in writing.

Enter digitalization
with a recognized innovative player

5 years of R&D and €6M of investment into collaborative intelligence.

The ROK Solution platform, awarded the 1st Prize of the Trophée Finance Innovation, responds to the pillars II of Solvency II and Basel 3.
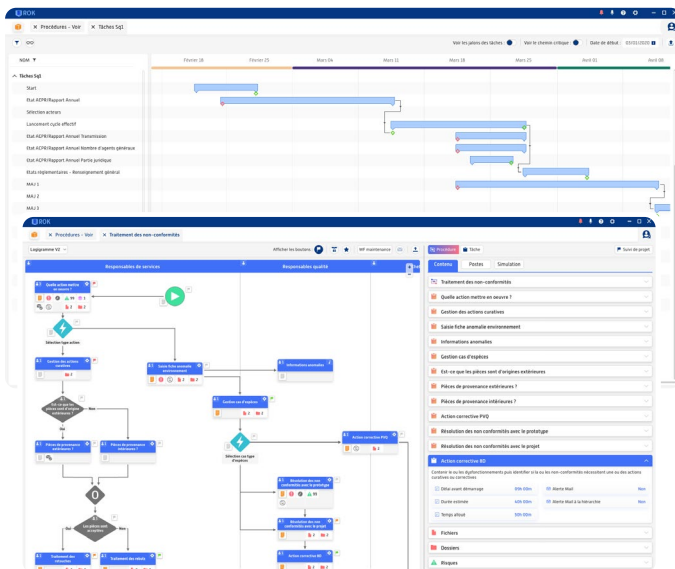
...without compromising on security

Enjoy the cloud securely

Deploy thousands of workstations in hours.

ROK Solution is available on a wide range of data centers (Microsoft Azure, Numergy, Prosodie, etc.), meeting the most stringent security requirements as demonstrated by security audits and intrusion tests performed by Intrinsec and Synacktiv.
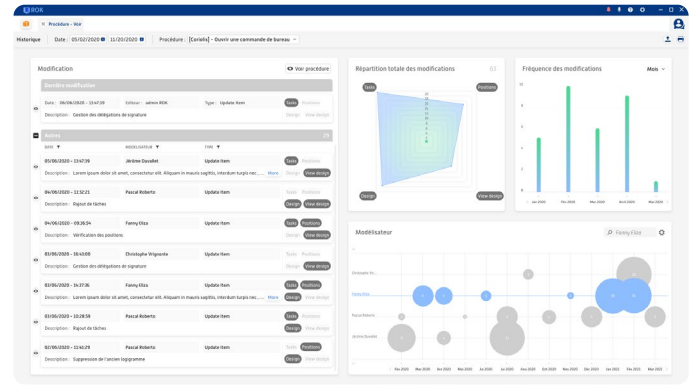
HSBC was able to quickly launch its project to overhaul its business process repository thanks to the availability of the ROK Solution platform directly from its subscription.

The project teams were thus able to work on the documentary resources, while the IT teams ensured compliance with security standards and data processing and hosting.

Facilitate the audit and measure the use of the repository

Making the repository accessible to auditors.

ROK Solution logs each action performed by users authorized to modify content. The procedures are versioned at each publication facilitating the application of ISO 9001 good practices.

Both internal and external auditors have free access to the repository. The bank thus offers a transparent audit framework that goes beyond the requirements of Basel III. Auditors can easily verify the evolution of the bank's activities in compliance with changing regulations.

The publication process, involving key employees, offers continuous control adapted to the bank's internal organization.

The 1,300 procedures of the repository are regularly audited, by both internal and ACPR auditors. A guarantee of transparency beyond the requirements of banking supervisory authorities.

Change management from the first day

- ▶ **Collaborative environment accessible from the first day of the project**
- ▶ **Progressive hands on the administration interfaces by the internal teams**
- ▶ **Simulation of data entry forms during design**
- ▶ **Continuous testing and updating by successive and agile iterations**
- ▶ **Personalized charter in the company's colors for an easier adoption**