



Wolters Kluwer TeamMate Audit Solutions

ING — Compliance with TeamMate+



ING's relationship with TeamMate started more than twenty years ago after the organization initially signed up as a TeamMate AM customer in 2003 to support an internal audit department of over 400 staff.

That trusting relationship between ING and TeamMate has since expanded with a meaningful upgrade to TeamMate+ in 2020 when it was decided to set-up a Compliance Quality Assurance (CQA) function, a department to provide assurance on Compliance risks. ING's new CQA department worked towards having a global methodology, one way of working with enhanced reporting standards. When the CQA function was established, various documents were often stored on local network drives.

To ensure a more robust, secure and sustainable solution, CQA explored the possibility of implementing a tool which was aligned with the CQA methodology.

TeamMate recently had the opportunity to speak with Erik Van Der Looij, Lead of the Group Compliance Central Quality Assurance team within ING, to discuss how TeamMate+ was selected as the best end-to-end audit management and workflow solution for the organization's new CQA program.

Need for speed: Live in a matter of weeks

"The support we have received has contributed to the implementation process being fast and smooth."

Erik Van Der Looij
Lead of the Group Compliance
Central Quality Assurance team, ING

Understanding that the risk-based compliance monitoring process would be very similar to the internal audit processes already in place at ING and leaning into their established relationship with TeamMate as a trusted provider, TeamMate+ was implemented near the end of 2021 to expedite the main objectives of the CQA team: support the methodology, facilitate and document reviews, develop global reporting, provide progress tracking, and more.

From the start, it was important for the CQA team to develop a compliance monitoring solution in a timely manner. As such, working with a solution which had already been proven within the organization was beneficial. The entire process, including automation and tooling, was well planned, with strong collaboration across the in-house and Wolters Kluwer teams. CQA requirements were discussed and evaluated throughout and an initial go-live was achieved within approximately 12 weeks,

with additional phased rollouts scheduled to occur over the subsequent months. Applicable training was provided for the global CQA team to ensure TeamMate+ was ready to support their compliance monitoring reviews and initiatives, and the team was able to quickly create more than 210 active TeamMate+ users, all hosted from a separate server. The existing relationship and positive experience with TeamMate helped to ensure that the process was collaborative and resulted in a rapid implementation.

By Implementing TeamMate+, the global ING CQA team has been able to enhance its way of working, documentation, and reporting, thereby increasing the trust of its stakeholders. CQA is able to better demonstrate the monitoring activities carried out and the outcome. It also helps in ensuring a uniform way of working across all CQA teams, thereby facilitating comparable outcomes, trend analysis, and lessons learnt.



Complex frameworks, simplified

It's not uncommon for banks within the industry to be working within the parameters of complex regulatory frameworks that must also consider the different aspects of the organization. The Dimensions feature of TeamMate+ has allowed the ING global CQA team to simplify this process by creating multiple hierarchical structures — geography, business line, compliance frameworks, and more — designed to capture the different aspects of large complex organizations (like ING) and map them to the work that

is conducted through compliance monitoring reviews. This has afforded ING CQA with a more seamless and efficient method to present information to the regulators and other stakeholders.

There is also the benefit of having a library of work plans which can be used for reference and reused to the extent applicable rather than reinventing the wheel. This leads to efficiency and collaboration across various CQA teams.

“The Dimensions profile is used to map the existing organization’s structure of compliance functions into TeamMate+ and to adapt to future changes. This can be seen as the foundation on which we can relate controls and procedures (steps) to the individual entities which are part of the Compliance Quality Assurance universe. That means it is used to set-up Quality Assurance Review files.”

Erik Van Der Looij
Lead of the Group Compliance
Central Quality Assurance team, ING

Collaboration going forward

CQA is using an excel based priority assessment tool to determine the annual Monitoring Plan. To replace this excel based assessment, ING/CQA, TeamMate, and local partner Br1ght will further explore the

possibilities to perform this assessment going forward. The benefit will then be to have an integrated monitoring planning and execution tool.



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