

Case study - Emirates NBD Group transforms institutional banking business using RISQ | financial institutions

About Emirates NBD

Emirates NBD, the **leading banking group in the Middle East**, was formed in 2007 as the result of a merger between Emirates Bank International (EBI) and the National Bank of Dubai (NBD). Emirates NBD's vision is to be globally recognized as the most valued financial services provider based in the Middle East. **As of 31st December 2016, total assets were USD 121.9 billion.** The Group has operations in the UAE, Egypt, the Kingdom of Saudi Arabia, Singapore, and the United Kingdom and has representative offices in India, China and Indonesia.

The Challenge

Emirates NBD has an ambitious growth plan to **extend its group-wide institutional banking business** and improve operational efficiency – mainly in interbank lending and lending to non-banking sectors (supranationals, insurances, and international corporates). Thus, **Emirates NBD was looking for an 'all-in-one' solution** to not only improve operational efficiency but also be smart, mobile, capable of drastically simplifying daily workload and, most importantly, able to give senior management a **transparent and holistic view of the business.**

The Challenge	How RISQ solved the problem	RISQ post-implementation benefits
Multiple systems and manual processes were required to manage the full life-cycle of institutional and sovereign credit lines.	RISQ manages the full end-to-end institutional and sovereign credit lines life-cycle in a fully transparent workflow. This includes checking rating-based policies; pushing limits to, and importing exposures from, booking systems (such as treasury, core banking); reallocating limits (among departments, product lines or subsidiaries); blocking online limits from booking systems; calculating RAROC online; and handling risk transfers.	A real-time bank wide consolidated and holistic view is available to management. Additionally, better control is achieved as a result of the new streamlined facility and commitment process. The need to enter data manually into multiple systems is also eliminated.
There was no visibility of the credit pipeline and the time to process completion was unknown.	The RISQ dashboard shows users the status of all processes, and what the next steps are, and it forecasts the total time to completion using AI algorithms.	Senior managers know where the bottlenecks lie. Users who are responsible for next steps are identified. Remedial action can be taken immediately.
It was difficult to find any data (facility, commitment, static data) quickly and follow up on urgent matters.	A 'Google-like' smart search finds facilities and commitments even if entered incorrectly or partially. An action can then be taken in a single click from the search result. Users are guided by an urgency-based task list.	Users can find any data in a matter of seconds and immediately execute a related action. The 'to-do' list helps users focus on urgent tasks, leading to faster credit decisions.
The communication among departments and approvers was un-recorded and unstructured , delaying decisions.	A 'newsfeed-like' communication channel, linked to facilities and commitments, allows users to communicate on related matters and add relevant missing data. This communication is also stored.	The 'bounce-back' rate is reduced because applications do not have to be rejected because of missing data. Communication is centralised and any system user can be included via a 'Twitter-like' handle.
Management reporting was poor.	Pre-defined senior management reports and charts can be launched in a single click.	Streamlined, accurate and consistent management reporting makes the preparation of this data effortless and provides senior management with daily updates without adding to staff workload.
Senior approvers could not view or approve facilities/commitments whilst travelling or otherwise out-of-office, thereby delaying credit decisions.	RISQ offers multi-device support i.e. a user can log in from a desktop, IOS, Android or Windows mobile device without installing or downloading an additional app.	Senior credit approvers, whilst travelling, can follow and action applications as if they were at their desk. This significantly speeds up processes as they are by the physical absence of senior management.

