

Case study: EUC Critical Tools Remediation

Brickendon helped a leading global bank develop and implement a regulatory compliant, centralised repository of critical end-user developed applications. This enabled opportunities for efficiency gain, application investment and cost control to be identified quickly and safely.



Client Challenges:

- 🔗 **Reconciliation:** a leading global bank required all end user developed tools across its European and Middle Eastern division to be identified, logged and remediated, ensuring that the tools identified as critical from an operational and risk management perspective were regulatory compliant, version controlled and centrally managed
- 🔗 **Lack of capacity:** thousands of applications marked for remediation, combined with strict regulatory deadlines, is resulting in excessive costs and disruption of day-to-day operations
- 🔗 **Fragmented and scattered knowledge:** the lack of a centralised procedure base for VBA (Visual basic for Applications), failure to share know-how for specific tools across all developers and business users, and the failure to document applications properly, is hindering progression
- 🔗 **Loss of revenue:** lack of control over applications is causing calculation errors and the generation of additional costs due to necessary corrections or even fines
- 🔗 **Damage to reputation:** errors caused by the lack of control or knowledge flow and the failure to comply with regulations has the potential to significantly impact business relations
- 🔗 **Legal damage and restrictions:** failure to meet the deadlines enforced by regulators could lead to legal fines or suspension of the license to provide financial or banking services



Brickendon Solution:

- 🔗 **Scope assessment:** help the client identify applications requiring remediation and build an inventory dividing the scope into phases based on the criticality of the applications
- 🔗 **Mobilisation:** deploy a team of 30 consultants in four European countries, including some highly-regulated jurisdictions, within two months of signing
- 🔗 **Process flow definition:** design a process map depicting all workflow stages from preparation through to analysis, remediation and UAT, and then upload to a secure repository
- 🔗 **Remediation:** analyse each file in terms of pre-defined entry criteria and augment the code to implement centralised version and access control; ensure proper protection and eliminate potentially malicious code
- 🔗 **Automation:** develop and deploy Brickendon's EUC+ to automatically analyse, remediate and upload MS Office applications, produce reports and keep users notified of progress tracking. Design and implement a centralised database connected to local EUC+ clients, allowing progress to be tracked daily, providing the client with an accurate status on the project
- 🔗 **On-site service delivery:** work directly with business users and the client's development teams to redesign non-compliant tools and deliver best-practice workarounds for potentially harmful code



Client Benefits:

- Compliance with regulations:** all critical applications are expected to be compliant by the regulatory deadline, with minimal disruption to the client's day-to-day operations
- Centralised control:** creation of a repository of critical end-user developed applications allowing automatic version and access control
- Retention of knowledge:** each application is properly documented and detailed procedures are available in a repository, mitigating the risk of losing knowledge caused by staff attrition or unexpected absences
- Visibility across the business:** full visibility of critical applications, correctly categorised and inventoried, allowing the client to quickly identify future opportunities for efficiency gain, application investment or cost control across functional areas



Brickendon's innovative bespoke solutions help save our clients time, money and resources.

Brickendon is an award-winning transformational consultancy specialising in innovative solutions for the financial services industry. Our aim is to save our clients time and money by addressing their challenges in weeks and not months. The firm is divided into five practices focused on: Strategy; Risk & Regulation; Data; Quality & Testing; and Digital.

Why choose Brickendon?

Our track record: We have demonstrated a long, proven track record for transforming our clients through our innovative bespoke solutions.

Our innovative approach: No one client is the same, therefore our intelligent, experienced and focused consultants use their domain experience to address each challenge in an innovative way, using skills from their past and knowledge from Brickendon's continual learning hub.

Our resources: Our onshore, offshore and nearshore capabilities mean we are well placed to cater for our clients' needs, making the best use of our consultants' 10 years-plus domain experience.

Our passion: We love what we do and thrive on improving our clients' profitability, efficiency and increasing their competitive edge. We are driven to develop the most innovative solutions and take pride in seeing the tangible benefits of a project come to fruition.

Brickendon's strategy practice: Innovation adapted and delivered

Business is all about strategy. Whether it's operating model design, business case development, business process optimisation, legal entity transformation, or programme delivery and change management, it all matters if your business is to thrive. Our consultants possess a pedigree of in-depth knowledge and experience across all areas and are focused on helping you achieve more than just your goals.

To find out more about Brickendon's expertise, please do not hesitate to contact us.



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