

Leading Bank in Turkey Relies on Archer for Integrated Risk Management

Improvements in third-party governance, operational efficiency



Türkiye Vakıflar Bankası T.A.O. is one of the largest banks in Turkey, serving individual and corporate customers through more than 900 physical branches and internet banking. In addition to core financial services, the bank engages in investment banking and capital market activities, playing a leading role in financing domestic and foreign trade. It also works with financial affiliates to offer other products ranging from insurance to leasing and factoring services.

Given the size and diversity of its offerings and operations, Türkiye Vakıflar Bankası T.A.O. has the challenge of efficiently executing a multitude of distributed processes and procedures associated with risk management. Since 2013, the bank has relied on Archer to consolidate these processes on a single platform and enable a streamlined, efficient approach to them.

“Before using Archer, it was quite difficult to coordinate processes related to audit, business impact analysis, loss events and so forth,” said Akif Mert AVCI, IT process and compliance manager in Türkiye Vakıflar Bankası T.A.O.’s information security and risk and compliance department. “Just keeping track of the current versions of documents that we constantly used was challenging. We needed a consolidated environment to provide easier management.”

An integrated digital platform for a highly distributed structure

Archer was the clear choice for Türkiye Vakıflar Bankası T.A.O. after a market survey of technology providers for automating risk management processes. “Archer was well ahead of its competitors in terms of managing relationships between records and having easy-to-use reporting tools,” said Akif Mert AVCI. “It is easily capable of handling our distributed infrastructure and meeting all our needs.”



Customer vital statistics

Industry: Financial Services

Product: Archer

What I like about Archer:

- Consolidation of processes and procedures on a single platform
- Ease of correlation between multiple applications and processes
- Real-time reporting and fast, accurate report creation
- High accuracy in creating reports from cascaded applications
- Interface customized with local language

Türkiye Vakıflar Bankası T.A.O. employs multiple Archer solutions to address requirements across areas of risk management that include IT security, audit, business resiliency, compliance and third-party governance, benefiting particularly from the high degree of correlation between the solutions, real-time reporting capabilities and rapid, accurate report creation.

“Relationships between different modules and applications can be viewed easily,” noted Elif AHMETOĞLU, technical manager in Türkiye Vakıflar Bankası T.A.O.’s information security and risk and compliance department, “and there is quick online access to any record among interconnected records, which is one of the most important benefits from our point of view.”

With the ability to proactively generate business impact analysis and IT risk assessments and then correlate the relation between applications and IT risks, Archer can automatically calculate service criticality levels. Those real-time outputs can then be used as inputs for other systems.

Archer also provides robust reporting functionality to Türkiye Vakıflar Bankası T.A.O.. For example, the findings of internal and external audits and penetration tests are maintained in Archer Audit Management, from which reports of findings can be generated using real-time data. By matching each business process with its findings, end-to-end reporting can be easily generated.

Meeting critical third-party governance needs

Türkiye Vakıflar Bankası T.A.O. deals with many third parties and is required to comply with regulations for management of third parties published by the Banking Regulation and Supervision Agency (BRSA), which is responsible for oversight and regulation of the Turkish banking sector. Archer plays a key role in enabling the bank’s compliance.

“Regulation requires strong third-party management processes,” explained Akif Mert AVCI. “However, this is not tough for us with Archer Third Party Governance.” Within this solution, vendor profiles, purchase request forms, contracts, SLA agreements, invoices, vendor risk assessments and performance assessments are available, correlated and can be used to manage third parties and their activities.

Designed and implemented to maximize efficiency

Increasing operational efficiency is one of the chief benefits Archer delivers. “For an organization the size and scale of Türkiye Vakıflar Bankası T.A.O., the magnitude of the challenge of managing procedures and processes using manual tools like spreadsheets and physical documents cannot be overstated,” said Akif Mert AVCI. “Keeping everything in a consolidated digital environment with Archer is both cost-saving and function-gaining.”

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In addition to benefiting from the inherent efficiencies Archer enables, Türkiye Vakıflar Bankası T.A.O. has been able to achieve further usability improvements by configuring and localizing Archer to meet local needs. Working with Archer partner Cogris Bilişim, the bank made adaptations including translating user views to Turkish and configuring built-in calculation fields and application designs for ease of use by both technical and business users.

As Akif Mert AVCI described it, “Archer is a global leader, but one that can be easily localized to meet specific needs.”

About Archer

Archer, an RSA company, is a leader in providing integrated risk management solutions that enable customers to improve strategic decision making and operational resiliency. As true pioneers in IRM software, Archer remains solely dedicated to helping customers understand risk holistically by engaging stakeholders, leveraging a modern platform that spans key domains of risk and supports analysis driven by both business and IT impacts. The Archer customer base represents one of the largest pure risk management communities globally, with over 1,500 deployments including more than 90 of the Fortune 100. For more information, go to rsa.com.