IMPROVING TRACEABILITY AND PRODUCTIVITY FOR A LEADING BANK WITH SERVICENOW

ABOUT THE CLIENT

The client is an American bank holding company specializing in credit cards, auto loans, banking, and savings accounts, headquartered in McLean, Virginia with operations primarily in the United States. It is on the list of largest banks in the United States and has developed a reputation for being a technology focused bank.

AT A GLANCE

USE CASE

The client wanted to improve traceability and productivity by making the incident ticket creation process flexible.

CHALLENGE

The organization faced a stringent regulatory environment, making an overriding focus on compliance even more crucial.

SOLUTION

We built apps in a short period of time.

BENEFITS

- Better control over processes
- Eliminated errors
- Reduced incidents proactively

BUSINESS CHALLENGES

Compliance lies at the core of business. The organization faced a stringent regulatory environment, making an overriding focus on compliance even more crucial. Sharing client information to outside users was critical and required proper approval process. Risk assessment of a new application was required beforehand. Exceptions for any asset or customer information was expected to be well understood, informed, and approved by the organization. All applications should follow a security assessment process and documentation. To achieve this, the client wanted a scalable solution that could take care of all the exceptions occurring in the organization.

OUR SOLUTION

The client approached Royal Cyber for developing custom applications. Our team developed apps that solved the following specific needs of the client.

- Privacy Suppression Assessment
- Application Risk Assessment
- Unified Exception Process
- Application Security Assessment

All apps involve specific workflow, UI and data policies, and forms design.

BENEFITS

Using our solution, we enhanced the functionality by giving users the flexibility they wanted. Our experts built apps in a short span of time. We took an iterative approach, since we were configuring the application rather than writing the code. The client traces all the exceptions in the ServiceNow portal. Each exception is prioritized, tied back to the corresponding regulation, and assigned to the right owner. Owners can create complete remediation plans within the application and assign and track individual actions.

Royal Cyber
Simplifying IT for Customers & Partners

Royal Cyber Inc. is an IT Consulting & digital transformation company specializing in services, solutions, and software. Royal Cyber is recognized and acknowledged by customers and partners worldwide, including Fortune 500 companies. Through its offices in the USA and 9 countries across the globe, Royal Cyber provides reliable and high-performing Commerce, Cloud, Analytics, Mobile, AI and Middleware solutions & services.

In ME & KSA specifically, Royal Cyber has been serving major enterprise accounts for the last 8 years, as an IT System Integrator and trusted technology partner, to overcome their complex Enterprise Modernization challenges and achieve their Digital Transformation journey.

We provide customized solutions to help achieve your business and technology goals

See Our Strategic Partners

OUR VISION
Encourage Growth & Achieve Excellence

500
600+
Clients

17+
Years in IT Business

1,000+
Employees / People