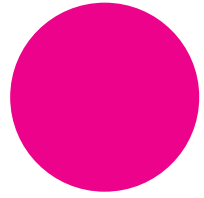# CASE STUDY
compliance monitoring

mav:m

COMPLIANCE MONITORING

WHAT IS IT?

Compliance monitoring analyzes a defined compliance rule patterns, such as "activity A must be executed before activity B is executed" and apply them to a set of business process models to determine whether or not the process complies with the underlying rule.

With this capability, it becomes easy to validate statements like:

"In Germany 21% of sales orders are turned into deliveries without credit checks being per-formed"

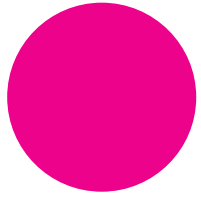"17% of invoices in France are paid without an approved purchase order related to it"

compliance

auditing

lead time

COMPLIANCE MONITORING

CASE STUDY

Every company is burdened by the need to comply to more and more regulatory standards. In the Financial Services industry in particular, compliance to regulations is imperative to prevent major fines and loss of operating license. This large insurance company was no exception. The company had been struggling for years to get in control of their processes. They were lacking basic insights into their process performance and compliance to standards and regulations. The situation was even more pressing as the standards to comply to were not documented or readily available for employees to access.

This led to the company going in to "shutdown mode" for 3 weeks every time they were about to be audited, to prevent major fines coming their way by the authorities. As they recognized the necessity for a solution, the company turned to Mavim.

As time was critical, they decided to implement Mavim's Mine, Design, Improve methodology. In the Mine phase they used process mining to identify and visualize most of their core processes, ventilate a best practice process for every domain that was compliant to the overall standard.

Then in parallel they used these visualizations as a basis for further process designs in Mavim including work instructions, risks, controls, regulations, governance, etc. To ensure compliance to these newly documented processes and standards, they used the same process mining technology to continuously monitor their actual performance and instantly identify and automatically detect, alert and report upon deviations, violations and any other anomaly.

After implementing Mavim, the company was able to:
- Increase overall compliance by more than 52%.
- Decrease preparation efforts and time for audits by 90%.
- Automate 65% of manual activities that were most vulnerable to human error, potentially leading to violations. The side-effect of these automations was, for example, that their claims processing process saw a decreased process throughput time by 9,7 days on average.
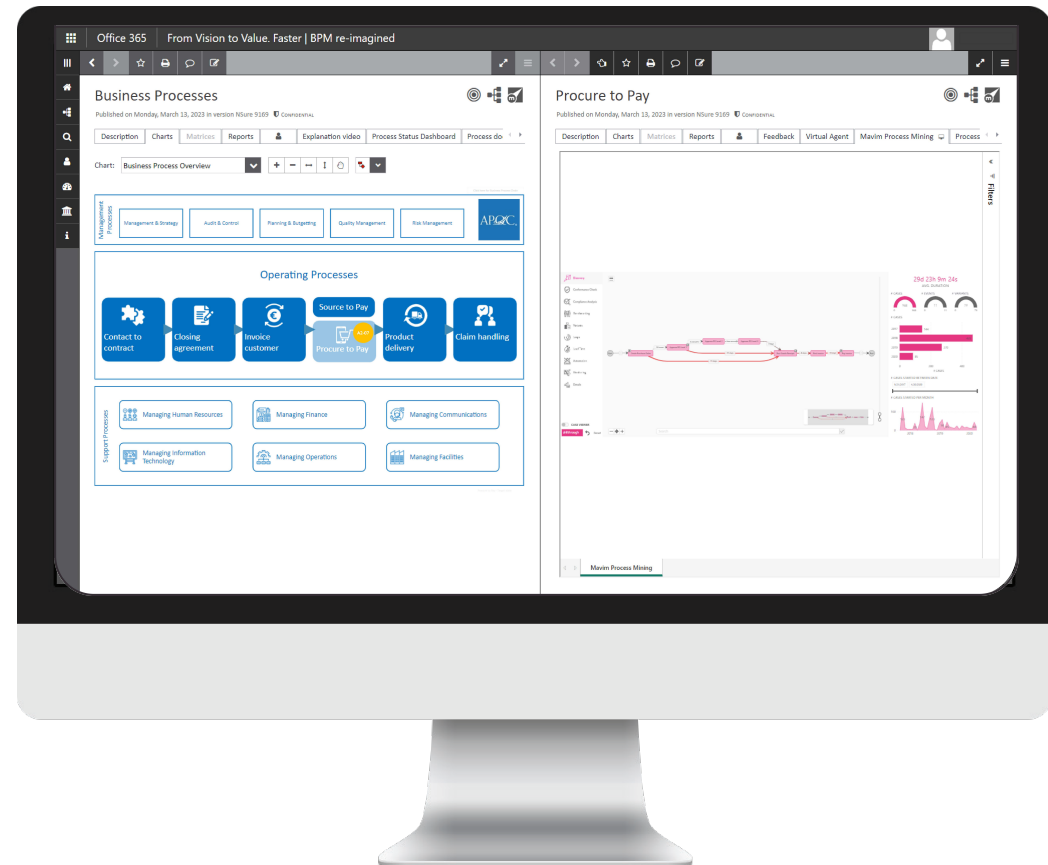
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COMPLIANCE MONITORING

VALUE FOR MANAGEMENT

The leadership was now able to show to the authorities that they were in control of their processes, ensuring compliance to regulations and standards. This significantly decreased their exposure to potential fines and/or reputational damage.

VALUE FOR WORKFORCE

Employees were now able to find, learn and apply essential knowledge about regulations and standards in their day to day operations. Due to the automation of the most tedious repetitive tasks that were sensitive to human error, their time was now freed up to spend on more challenging and value adding activities.

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