

DIGITAL EVOLUTION OF DISCLOSURE MANAGEMENT

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Digital transformation, coupled with an increased need for hyper-personalized products and services, is pushing many companies to rethink how they manage their disclosure process. The distribution of required disclosures in complex regulatory environments can comprise more than 60% of communications sent to customers. The often manual, inefficient, and inconsistent distribution processes can be costly and risky: a small mistake or typo delivered to a customer can lead to substantial legal and monetary consequences.

Managing disclosures is not easy. Many companies have numerous disclosure variations driven by factors such as multiple products, channels, geographic

location, and customer life cycle. As these companies grow their product portfolio, channel touchpoints, and international presence, they can easily find themselves managing thousands of standalone disclosure versions.

Moreover, increasingly frequent changes in regulations and reference interest rates require constant disclosure updates.

Without a disclosure management solution, such changes typically involve manual editing of offline documents scattered across the company.

It is no surprise that many companies invest considerable time and resources just to manage their disclosures.

Common problems of unrefined disclosure management processes include:

- Heightened compliance risk from errors, backlogged updates, poor visibility, and low auditability
- Inefficient use of employees and technology resources
- Lengthy cycle times that slow marketing efforts and hinder scalability
- Inconsistent channel experiences during the customer journey
- Loss of competitive edge and speed to market



DEFINING EXCELLENCE IN DISCLOSURE MANAGEMENT

Capgemini and Naehas can transform the disclosure management process, with a strong focus on regulatory and ESG disclosures, by leveraging the Naehas Disclosure Management platform for a scalable solution that is:

- **Fully configurable and modular**
Makes implementation faster and easier than other solutions without the need for technical resources.
- **Designed specifically for financial services companies**
- **Provides end-to-end workflows**
Includes everything from template design (built-in template editors, including Adobe INDD) to publishing (printed mail, email, and headless export to any system).
- **Offers full auditability for every change**
Allows easy search through any user action at any time to ensure the right person gets the right disclosure with complete readiness for attestation.
- **Flexible to manage all types of disclosures**
Provides comprehensive coverage for static documents to fully automated omnichannel composition based on business rules.
- **AI-augmented for collaborative review with industry specific checklists**



REDUCING CYCLE TIME AND MINIMIZING REGULATORY RISK

CASE STUDY

Capgemini and Naehas partnered to transform the disclosure management process for a large wealth and asset management company. The company struggled with disparate systems, duplicative activities, and an inconsistent process for different types of disclosures. Cycle times were long, and they had no visibility into changes that were in process.

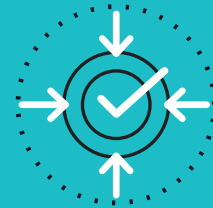
The Capgemini and Naehas team performed an in-depth current state assessment to help the company clearly understand

its problems and challenges. They used benchmarking metrics to compare the company against clients of different sizes across the industry.

The team then redesigned business processes for all disclosure types and provided a comprehensive set of future-state blueprints and next steps. This optimized the entire disclosure management process including technical design and implementation, updated governance, and stakeholder responsibilities.

Results of the Naehas and Capgemini solution

- Cycle time reduced from weeks to days using a scalable workflow, managed end-to-end from a single platform
- Volume of repositories requiring management cut in half streamlining content management for various regulatory disclosures
- Resources required to implement changes reduced by more than 50% via automated processes
- Percentage of matters requiring attention reduced to less than 2%
- Improved user experience through business-configurable processes and a simplified interface





Best-in-class companies that transform their disclosure management process experience the following benefits:

Criteria (Sample)		Banking	Investment Banking	Wealth Management	Best in Class
Cycle Time	Global change (e.g. prime rate)	5 weeks	3 weeks	4 weeks	1-2 days
	Product specific change	4 weeks	3.5 weeks	4 weeks	1-2 days
	Creation and rollout of new disclosure	5 weeks	4 weeks	5 weeks	1 week
Global Change Management	Resources (ranging from 5-10 people teams)	8+ teams	5+ teams	6+ teams	2+ and automated processes
	Number of repositories/ locations	8+	6+	7+	1-2 repositories and
	Number of templates/documents	70-100	40-60	70-80	3-5 templates/ documents
Matters requiring attention (% of MRAs from incorrect disclosures)		38%	30%	35%	Less than 2%
Unauthorized changes (%) in the disclosure document		70%	60%	75%	0-10%
Taxonomy definition and mapping		Not in place	Large volume	Mapping accuracy	10-20 taxonomies with clear mapping

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About Naehas

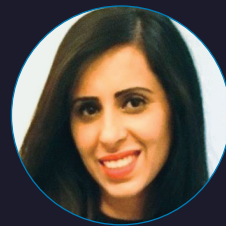
Naehas is the leading industry cloud for financial services companies to deliver exceptional customer experiences. Six of the ten top financial services companies, as well as innovative companies such as MetaBank and First National Bank of Omaha, trust Naehas to grow revenue, dramatically accelerate time to market, and improve productivity while reducing compliance and operational risk.

Learn more at
www.naehas.com/solutions/disclosure-management

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About Capgemini

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