

## Non-Financial Risk Management (NFRM)

# Optimising NFRM to create real business value

**protiviti®**  
Global Business Consulting

Now more than ever, risk and compliance functions are seeking to establish themselves as value-adding strategic partners to the business, rather than being seen as a blocker to business growth and advancement. Optimising risk and compliance functions can transform perceived "sunk costs" into driving business growth and enabling better strategic decisions.

## Is your business prepared?

Top financial institutions cite outdated processes and technology, unreliable reporting, and skill set constraints as the primary challenges impacting their risk and compliance functions. To tackle this, chief control officers, chief risk officers and chief compliance officers are focussing on:

- Adopting a process-centric approach to risk and control to better align with business strategy and outcomes;
- Targeting automated controls to support the end-to-end business processes and objectives;
- Driving process and control improvements using AI and enabling technologies; and
- Taking a portfolio-based approach to understand aggregate impact of issues across the business value chain.

## Key insights from our market survey of risk executives

- 0%** Executives pointed to their RCSA processes as a key input into strategic decision making
- 90%** Note that operational changes are implemented with short-term solutions rather than long-term investment.
- 30%** Are utilising automation to reduce manual efforts and time needed from business units and risk teams. Of financial institutions have adopted, or are
- 72%** adopting, technologies like AI and machine learning to enhance risk and compliance capabilities.

## Business outcomes of our solutions



Enhanced risk intelligence and reporting to enable decision making



Improved effectiveness and cost-efficiency through simplification of risk management activities



Strengthened operational resilience and customer outcomes



Operational excellence in controls monitoring and testing activities



Technology and AI-enabled risk and compliance function supporting growth

*Traditional risk management practices are holding firms back. Delaying the modernisation of risk and compliance functions compounds costs, cedes influence and constrains the ability to innovate and bring new products to market. Protiviti partners with clients to simplify operations, modernise risk practices, and align transformation efforts with strategic priorities.*

## Case Study:

### Risk transformation and controls optimisation



#### NEED

- Our client, similarly, to several other clients we have supported, had a controls environment with duplicate controls, unclear ownership, inconsistent terminology and vague control descriptions.
- These impediments made it difficult to identify material controls and automation opportunities.



#### SOLUTION

- Analysed 1,000+ controls using proprietary tools to identify and remediate duplicates, gaps, and inconsistencies against the 5W1H framework.
- Determined a significant percentage of controls as high-potential for automation opportunities.
- Ensured alignment between the rationalised control library and the client's risk taxonomy, validating materiality classifications.



#### BUSINESS OUTCOME

- Improved control quality and streamlined control environment
- Enhanced risk alignment
- Operational efficiency
- Strategic roadmap for future state risk management

## Partners, alliances and technologies

We partner closely with leading specialists across the enterprise risk management ecosystem, ensuring our clients receive the best solutions to meet their needs. Contact us to learn more about our ecosystem partners.

## How Protiviti can help:

### Data, metrics and future of risk reporting

Implement advanced data analytics and reporting tools that provide comprehensive insights into risk exposures and trends

### Control management & testing automation

Achieve a mature and agile monitoring and testing program, leveraging tools and accelerators such as AI and machine learning

### Operational continuity

Develop robust business continuity strategies to respond and recover from cyber-attacks, regulatory shifts, and market volatility

### People, skills, and future of risk workforce

Identify skill gaps and implementing targeted training programs to equip teams with the necessary competencies

### Purpose built technologies

Implement purpose-built technologies to enhance risk management, provide deeper insights & automate complex processes.

## Ready to transform your business?

Let's create a tailored strategy for your success.

LEARN MORE  
[Protiviti.com](https://Protiviti.com)



Protiviti is a global business consulting firm and a wholly owned subsidiary of Robert Half, that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Together, Robert Half and Protiviti provide an unmatched range of professional services from consulting and project implementation to managed services and staff augmentation.