



# with

## Beyond Compliance

How to get increased value from the EBA guidelines on outsourcing in financial services

URL to  
[EBA Guidelines](#)

## The EBA guidelines as your starting point

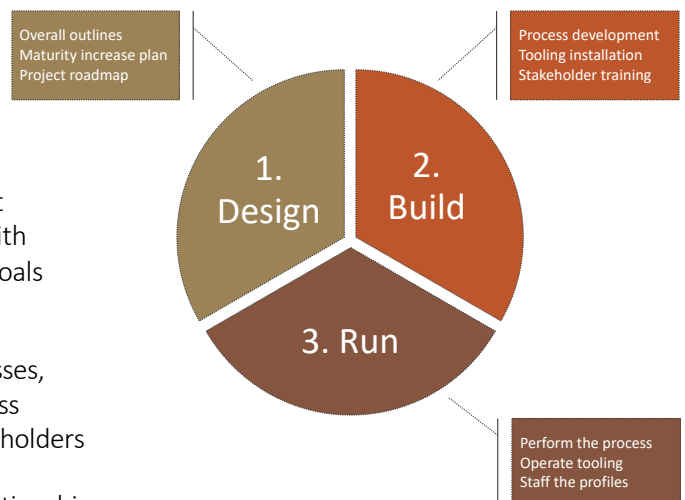
Compliance with financial services rules, regulations and guidelines often is approached from a “bare minimum” perspective. As a financial services company, you could do the same again with the new EBA guidelines on outsourcing and install, as required, a management body to warrant that sufficient resources are available to appropriately monitor, support and ensure the performance of those responsibilities, including overseeing all risks and managing the outsourcing arrangements.

Or, this management body can also be your starting point to evolve towards a more value added Vendor and Supplier Relationship Management process. Next to ensuring that you are compliant with the minimum EBA requirements, you can equally deploy an added value platform that goes **beyond “being in control”** and on top provides insightful steering overviews and powerful decision making dashboards across all your outsourcing relationships.

## Proven approach

Based on your EBA requirements, we tailor our proven approach and assume responsibility for:

- 1. Design:** together with your teams, we draw the overall Vendor and Supplier Relationship Management outlines and create a phased maturity increase plan with a project roadmap that contains short and long term goals
- 2. Build:** based on the design, we develop the necessary Vendor and Supplier Relationship Management processes, install supporting tooling (SourcingCockpit) with process accelerators and coach and/or train the involved stakeholders
- 3. Run:** We perform and run your Vendor & Supplier Relationship Management process, operate the tooling and we staff the Vendor and Supplier Relationship Management profile(s) within your teams



## Our financial services EBA toolkit

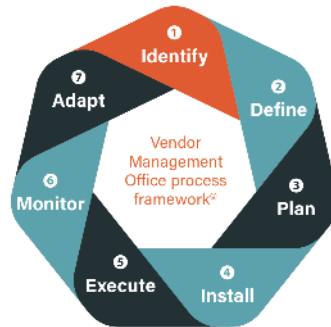
To ensure company wide compliance with the financial services EBA guidelines, but equally to accelerate your evolution towards Vendor and Supplier Relationship Management to deliver insightful steering overviews and powerful decision making dashboards, we have created an **EBA toolkit for financial services companies**. This EBA toolkit is based on 2 accelerators; our VMO Process Framework and our SourcingCockpit SaaS platform:

- The Vendor Management Office (VMO) Process Framework serves as a **process responsibility and maturity increase** mapping framework. With this framework, we identify the current and future roles & responsibilities of all stakeholders involved. It equally serves as a training and coaching plan to increase compliance awareness and improve outsourcing management skills in your organization.
- With our SourcingCockpit SaaS platform, we offer a data collection tool & template for automated and distributed assessments of all your outsourcing contracts in the repository. This EBA template contains **control objectives** (i.e. mostly driven by process compliance aspects) and **relationship indicators** (i.e. mostly driven by performance & improvement management) which both are a 'translation' of the EBA guidelines. With this EBA template, you can manage recurring self-assessment reviews and engage internal and external stakeholders to contribute in completing such assessments through the SourcingCockpit SaaS platform.

## VMO Process Framework

Key elements of our Vendor Management Office process framework:

- Role-based
- Broader vendor management
- Scalable and Comprehensive
- Phased implementation
- Industry best-practice
- Maturity growth model
- Financial Services template
- Empowerment with segregation



To ensure that all stakeholders in the vendor management process are 'correctly engaged', we start with the definition of a clear **mandate** for the VMO.

A VMO can assume different mandates ranging from a distributed community approach (like a committee) all the way up to a centralized organizational structure (like a staff function or BU).

## SourcingCockpit SaaS platform



- Simple & template based
- Stand-alone or Connected
- Easy to deploy & scalable
- Continual health checks
- Risk mitigation driven
- Contract portfolio views
- Workflow for automation
- Prepared for audit
- Subscription SaaS model

The SourcingCockpit functions as a repository and register for all your critical and non-critical financial services outsourcing agreements.

It delivers EBA compliance status reporting with dashboards on your outsourcing agreements through a **multi-template environment** with specific EBA control objectives and relationship indicators.

Once deployed in your environment, the EBA template can be managed within your organization in a multi-template environment, together with other templates for ITO & BPO contracts. Our templates are aligned with the VMO process framework and are built around modules focusing on:

- Services & Performance management controls & indicators
- Governance, Value & Outcomes controls & indicators
- Security, Risk & Compliance controls & indicators
- Internal Organization controls & indicators
- Contract & Vendor management controls & indicators
- Strategy & Business management controls & indicators

with

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