Hewlett Packard
Enterprise

Achieve compliance and mitigate risk

HPE Information Governance solutions for Financial Services

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Today's information governance challenge

Today, Big Data in financial services organizations is causing forces of change that significantly impact the way information is managed, and these changes can affect the flow of business. Compliance continues to be a top priority, especially as industry and regulatory requirements escalate, and it is no longer enough only to retain books and records. Now, your organization must be able to quickly access information and reconstruct events, with context, to meet the standards of regulators.

In some cases, maintaining compliance with regulations has become so complex and expensive that many firms have elected to exit businesses rather than subject themselves to increasing risk and cost. Even beyond contending with compliance rules themselves, there is greater regulatory scrutiny through investigations and information requests to ensure companies are meeting their obligations.

In financial services in particular, fines levied for corporate missteps are a harsh reality, and they have continued to increase every year. Ironically, these penalties are often driven by what a customer does not know about their information.

The complexity of Big Data presents more challenges, as data volumes continue to grow and become more diverse with the prevalence of social media, IMs, databases, video files, and voice recordings. All of these factors create a host of obstacles, especially if you lack the ability to manage information proactively, or if you are unable to gain insightful context to achieve compliance, reduce risk, and improve efficiency.

Information governance requirements

Most financial services organizations have a requirement to govern their information according to some level of corporate, industry, and regulatory obligations. In many cases, books and records information must be retained compliantly on WORM (write once read many) disk from one to five years beyond the maturity date of a contract, which could be 30 years or more in some cases. Today, this information goes well beyond email and files, to include all business-related electronic communications such as IMs, structured data sources, social media, and voice recordings.

In addition to the expanding data diversity is the explosive growth happening across these information sources. Unfortunately, many organizations are still relying on disparate, legacy systems, which were not built to manage this new wave of information compliantly. As a result, there are gaps in compliance, the inability to manage information across siloed data stores, increased costs, and the potential for significant financial penalties. There is also the poor practice of storing all data forever, which leads to increased risk and cost.
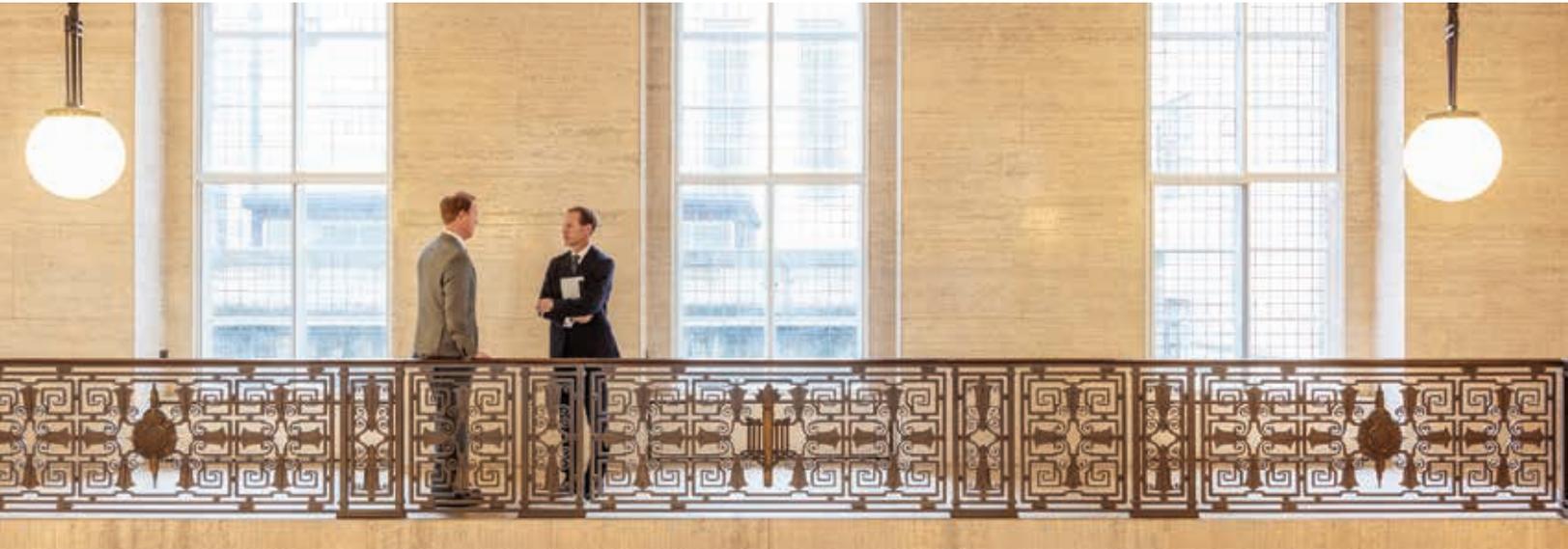
Managing information within compliance guidelines

Retaining business information in a compliant manner is only half the battle, as organizations must also be able to respond to regulator requests and investigations in a timely manner. Some regulations now require a response within 24–72 hours—a task that can be hard to meet if there is a large data footprint and multiple information repositories across the enterprise.

In organizations utilizing outdated information governance applications, it can be very difficult to quickly access and search for needed information within the required timeframe. If you are relying on legacy or point solutions, you could encounter a lack of communication between systems, requiring individual searches to be conducted within each siloed system.

There may also be a need to use manual processes to attempt to piece together the requested information. In this case, meeting the response timeframe becomes unrealistic, and subjects your organization to potential consequences and further inquiry from regulators, due to a lack of preparation. As this cycle continues, you could assume higher operational and legal costs spent acquiring more resources needed to undertake largely manual processes.

Challenges in financial services
The financial services industry, including banks and brokerages, asset management firms, and insurance companies, continue to face numerous obstacles while striving to ensure compliance, reduce risk, and promote greater efficiency. Since many rely on point solutions for governance, systems and processes can seem one step behind skyrocketing data growth, escalating compliance obligations, and increasing regulatory scrutiny. These types of pressures can not only be disruptive to the business, but also put organizations at a greater risk of financial and legal penalties.

When relying on legacy solutions, both large and small financial services organizations can find themselves struggling to reconstruct events with intelligence and context. Even if you are able to respond to requests within the required timeframe, the information provided may not meet the standards of regulators. A lack of analytics and automated classification capabilities makes it necessary to rely on manual searching and ineffective workflows; processes that impede the ability to accurately respond to requests with the right information the first time. Once again, this means turning to significant resources to support manual processes—subjecting the company to additional risk and inefficiencies.

To effectively and efficiently maintain compliance, mitigate risk, and derive intelligence and insight from enterprise information, organizations must continue to evolve away from a fragmented information governance approach, to one that is more holistic. With capabilities to access and understand the volume as well as variety of data across your organization, you can proactively organize, control, and act on information to address business, operational, legal, and compliance objectives.

Difficulty retaining books and records compliantly for up to 30 years
- Current applications and systems unable to archive on WORM disk in a compliant manner
- Storing everything forever leads to increased risk and cost

Lack of visibility and access to all business information
- Legacy systems unable to manage increasing diversity of information, including voice
- Fragmented governance systems impede access to all necessary information

Unable to respond to regulatory requests in a timely manner
- Large data footprint and diversity; difficult to quickly access and search
- Increasing operational and legal costs to meet requests in a timely manner

Cannot reconstruct events with intelligence and context
- Lack of analytics and automated classification, requires manual searching
- Ineffective workflows and inability to respond to requests accurately

Figure 1: Common problems in financial services

The Hewlett Packard Enterprise solution: Banks and brokerages

HPE takes a comprehensive approach to information governance by unifying the systems and applications required to manage information proactively across the enterprise. The HPE Information Governance portfolio includes solutions to help you access, control, and provide insight into information so you can understand its value, and intelligently manage and act on it according to your unique business needs.

Conceptual and contextual analytics allow you to derive value from information, while speeding up and lowering the cost of responding to regulatory requests. You can automatically capture, retain, and defensibly dispose of information at a more granular level to support compliance requirements. The unmatched domain experience and expertise of HPE helps you to address rigorous compliance obligations. With consolidated information governance, your organization can reduce operational and legal costs.

The HPE solution: Asset management

Despite escalating regulations, unprecedented data growth, and increased regulatory scrutiny, many asset management firms are yet to update their information governance systems to keep up with today's data landscape. In effect, these firms have struggled to maintain compliance with changing regulations, and have limited capabilities when it comes to responding to regulatory and internal investigations within mandated timeframes. Most detrimental is the lack of visibility across the enterprise, and the operational risk to the organization. These firms must also deal with increasing costs arising from the inability to cull large data volumes efficiently and accurately for eDiscovery. These rising costs also stem from managing multiple, disparate information governance applications.

By incorporating an end-to-end information governance strategy, asset management firms can deal with information governance challenges in a holistic manner. Rather than managing multiple point solutions, the portfolio of solutions from HPE unifies information governance applications, including archiving, records management, eDiscovery, and enterprise content management. Firms can reduce operational and legal costs, while taking advantage of analytics to respond more quickly to information requests using insightful context. Advanced file analysis provides further visibility into potential risk presented by redundant, outdated, and trivial data.

Leveraging our deep expertise in financial services, asset management firms can prepare themselves to tackle today's most difficult challenges, as well as those unforeseen in the future.

The HPE solution: Insurance

Insurance companies have been significantly impacted by the volume, velocity, and variety of Big Data, and yet their traditional information governance approach is still built on fragmented systems. This reliance has led to inefficiencies affecting their ability to remain compliant with regional requirements, as they also try to rein in costs affiliated with accessing, managing, and searching their information. Many legacy applications lack the ability to access and manage today's new repositories and formats, which exposes the organization to potential unknown risk. With a lack of integration between disparate solutions, it becomes difficult to gain any level of intelligent insight needed to drive business decisions and respond to regulatory inquiries in a timely manner.

The HPE Information Governance offerings deliver the required efficiencies that enable insurance companies to maintain their competitive edge while providing a foundation to meet complex compliance obligations. With holistic information governance, insurance companies can take on skyrocketing data growth using modern solutions built to scale and manage even the largest data volumes.

HPE solutions include a unique connector framework that captures virtually all information types from a majority of enterprise repositories. You can also take advantage of a unique analytical engine to derive clearer insight into information, to speed up responses to requests, and reduce eDiscovery costs. The HPE modular framework can support either specific business needs or an entire information governance strategy.

The HPE advantage

As a global leader in technology, software, solutions, and services, HPE provides a single source for its customers to meet their business information needs with industry-leading technology and innovations. As a market leader in records management, enterprise search, information archiving, automatic content classification, supervision, and surveillance, large financial institutions and global organizations rely on HPE Information Governance solutions.

HPE has built a comprehensive information governance program with a module-based approach. It can be implemented individually to solve a specific problem, or be combined to deliver even greater value as a complete end-to-end solution. It helps organizations to address the needs and challenges presented by their information.

With an end-to-end information governance approach, organizations can unify information silos, and allow organizations to access, understand, control, and act on enterprise information in accordance with business, compliance, legal, and information management objectives.

About HPE
Hewlett Packard Enterprise is an industry-leading technology company that enables customers to go further, faster. With one of the industry's most comprehensive portfolio, spanning the cloud to the data center to workplace applications, our technology and services help customers around the world make IT more efficient, more productive, and more secure.

Key components of the HPE Information Governance portfolio

HPE products	Regulatory compliance	Risk mitigation	Efficiency
HPE Digital Safe	Meet compliance requirements with retention policy management		
HPE Supervisor	Reduce risk from non-compliant activity	Intelligent, multi-channel, exception-based management	Quickly review massive messaging volumes
HPE ControlPoint	Classify and take action based on relevant policy	Categorize business data from non-business data	Reduce information footprint and storage costs
HPE Structured Data Manager			Reduce the cost of managing legacy applications and data
HPE Records Manager	Compliant records declaration, retention, and presentation		
HPE eDiscovery		Leverage analytics to effectively identify responsive data	Cull more data in-house, reduce data volume to be reviewed

Learn more at
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