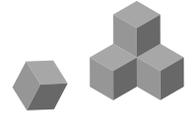


BBVA scales from national to global operational powerhouse



Case study

700

auditors' activity across 13 countries summarized

1

single source for accurate information

BBVA

Challenge

As a financial services group, BBVA strives to grow stronger through improvements in efficiency, profitability, and capital adequacy, and by maintaining a competitive advantage. BBVA's internal audit department has managed to synchronize its activities by using a consistent set of applications and methodologies around the globe.

The group relies on two enterprise applications to automate its activities. One application manages the daily operations of the auditors, suggests follow-up activities, and generates reports. The other application supplies executive reports to management.

BBVA's internal audit department includes 700 professionals in 13 countries, and department managers soon realized they needed better tools to serve the auditors' day-to-day needs.

They had been using a Microsoft Excel reporting solution that generated balanced scorecards to summarize audit team performance, but that solution did not scale well. The number of scorecards increased, requiring more manual intervention, which taxed the resources of the IT department and the internal audit team.

In addition to issues with the Excel solution, rapid company expansion motivated BBVA's senior management team to streamline the company's global auditing operations. They needed a scalable business analytics and reporting solution that could enforce consistency across the company's auditing practices. Ideally, they wanted a user-friendly solution that could give business users greater autonomy to analyze internal audit activity data and generate reports without constant assistance from the IT department.

After conferring with management, the internal audit team selected ibi analytics platform to consolidate data into interactive dashboards, reports, and graphs. Business users were confident in their ability to generate their own reports independently.

"We realized that we needed a software platform that would not require so much dedication from IT professionals," confirms Cristina González Barreda, a director in the Internal Audit department of BBVA, who specializes in IT solutions. "Each month we were forced to go to one of our IT professionals to generate reports."

**Banco Bilbao Vizcaya
Argentaria (BBVA)**

Industry: Financial, Bank

BBVA, headquartered in Spain, is one of the world's largest financial institutions with €600 billion in total assets. The company's 109,000 employees serve 50 million customers in 30 countries from more than 7,500 branches in Europe, America, and Asia-Pacific.



>> “The WebFOCUS [part of ibi’s analytics platform] also allowed us to retain our investment in Teradata, something that the other vendors could not guarantee without additional cost.”

Cristina González Barreda, QA and Tools Director, Internal Audit Banco Bilbao Vizcaya Argentaria

Solution

ibi technology made it possible for BBVA to access data from its enterprise systems and integrate it into a Teradata data warehouse structured for real-time analysis and historical reporting. It used the ibi data and analytics platform to connect to the data at its source and ibi analytics platform to display the data in a graphic format through key performance indicators (KPIs).

“Although we evaluated other software vendors, we had no qualms about selecting ibi,” states Barreda. “The solution they proposed for this project fit our needs perfectly. WebFOCUS [part of ibi’s analytics platform] also allowed us to retain our investment in Teradata, something that the other vendors could not guarantee without additional cost.”

According to González Barreda, one of the major milestones of this project has been the adaptation of the dashboards to mobile devices, such as tablets and smartphones. This deployment flexibility has motivated the internal audit department to adopt ibi analytics platform as its standard platform for business analytics.

Benefits

BBVA stakeholders now use the ibi analytics platform to distribute information to auditors in every country where BBVA does business.

ibi analytics platform permits people throughout the world to visualize data through standard dashboards and reports. These professionals use the new analytics system to report monthly to the Commission of Audit and Compliance as well as to support internal audit reporting.

“It’s a huge amount of data that feeds directly from operational applications on the relevant aspects of each job, and WebFOCUS [part of ibi’s analytics platform] helps us to avoid the errors and the inefficiencies of manually analyzing data and generating reports,” emphasizes Barreda. “We also wanted to standardize our information management activities across all the countries in which we operate. With reliable, timely data we can easily scale this information to higher levels for better decision-making.”

The analytics platform automates the department’s data management and reporting activities, extracting data from the enterprise systems and generating dashboards and reports for viewing on computers and mobile devices. This complete analytics platform ensures greater reliability, availability, and security of corporate data.

Auditors spend less time acquiring and managing information. They can conduct more accurate, timely, and rigorous assessments of departmental performance, enabling faster and more agile decision-making.

Technology used

- > Omni, WebFOCUS
- > Analytics Anywhere
- > BI Portal
- > InfoAssist



»» “It’s a huge amount of data that feeds directly from internal audit operational applications on the relevant aspects of each job, and WebFOCUS [part of ibi’s analytics platform] helps us to avoid the errors and the inefficiencies of manually analyzing data and generating reports.”

Cristina González Barreda, QA and Tools Director, Internal Audit, Banco Bilbao Vizcaya, Argentaria

BBVA’s analytics application summarizes the activity of 700 auditors in 13 countries on four screens, simplifying the complexity of many different time zones, cultures, customs, and languages. Auditors now have a self-service environment for analyzing activity data and viewing historical reports, increasing their efficiency. Robust information management capabilities within ibi analytics platform ensures that the data is consistent, reliable, secure, consolidated, and available at the beginning of each month.

With ibi technology in place, the internal audit department is enjoying the benefits of a successful implementation. Barreda calls it “a quantifiable improvement in the reliability, availability, and security of the information.” The department has also experienced a drastic reduction in the time that auditors spend organizing data and generating reports.

In summary, BBVA has grown from a national bank to a European and Latin American financial powerhouse by ensuring that all banking units have the software they need to take advantage of the bank’s assets. “Today, the performance of the entire department is more accurate, timely, and detailed, enabling quicker and more agile business decisions,” Barreda says.

About ibi

ibi is a data and analytics software company that embeds intelligence into – everything. From the beginning, ibi has known the importance of data and insights to make better decisions. We help organizations get their complex and disconnected data in order, so they can build, embed, and automate intelligence into everything they do. By preparing organizations for the future and turning them into builders – information builders – everyone can use enterprise trusted data at scale to drive their growth. Whether our customers use pre-built applications or build their own solutions for their data and analytics challenges, ibi powers their innovation and reinvention. ibi’s open platform and industry-specific building blocks accelerate speed to market, improve operational efficiency, and enhance their customers’ experience.

ibi. build a better future.

Request a demo

See ibi in action and
imagine what you will build.
ibi.com/request-a-demo.



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