

# From Manual Risk Processes to Automated Compliance

How TD Bank Streamlined Risk Management and Gained Resilience With NewRocket



## The Customer

- **Company:** TD Bank
- **Industry:** Financial Services
- **Location:** North America
- **ServiceNow Offering:** Integrated Risk Management (IRM), Executive Risk Portal

TD Bank is one of the largest banks in North America and ranks sixth in the "Top 50 World's Safest Commercial Banks" by Global Finance Magazine. As a global systemically important bank (G-SIB), TD operates in a highly regulated environment, requiring strong governance, compliance, and risk management frameworks to ensure operational resilience.



## The Challenge

As TD Bank accelerated its digital transformation, it faced **significant inefficiencies in its risk and compliance processes**. Manual control testing required extensive time and resources, making compliance efforts slow, inconsistent, and labor-intensive. The lack of automated monitoring further contributed to operational bottlenecks, limiting the bank's ability to maintain real-time governance.

Additionally, **executives lacked a centralized system to manage multiple departments' risks, audits, and attestations**. The absence of real-time visibility into compliance and risk assessments made strategic decision-making challenging and reactive instead of proactive.



## The Solution

### Taking the Headache Out of Risk and Compliance

NewRocket partnered with TD Bank to implement a two-part solution, focusing on simplification like automating compliance processes and enhancing executive oversight.

#### 01 | Policy and Compliance Automation with ServiceNow® IRM

To eliminate manual processes and increase efficiency, NewRocket implemented the ServiceNow policy and compliance solution within the IRM suite. This enabled:

- **Automated controls monitoring**, reducing the need for manual intervention.
- **Streamlined compliance testing**, cutting down resource-intensive processes.
- **Enhanced visibility** into policy adherence and risk assessments.

#### 02 | Development of a Centralized Executive Risk Portal

NewRocket designed and developed a custom Executive Risk Portal to provide leadership with real-time insights into risk activities, including:

- **A single source of truth** for tracking risks, audits, and attestations across departments.
- **Data-driven dashboards** that consolidate compliance information for better decision-making.
- **Improved transparency and accountability** in risk management efforts.

**By integrating automated compliance workflows with executive-level insights, NewRocket helped TD Bank modernize governance, improve risk oversight, and set the foundation for scalable compliance automation.**



## The Results

Through this transformation, TD Bank significantly improved risk management efficiency and compliance automation, achieving:

- ✓ **50+ hours saved per month** by automating manual control testing, freeing teams to focus on strategic initiatives
- ✓ **Stronger executive oversight** with real-time dashboards that improved decision-making on risk and compliance
- ✓ **Scalable risk insights**, allowing the bank to expand automated compliance testing across additional controls
- ✓ **New governance standards** that became a key pillar of TD Bank's "Run the Bank" initiative for risk management excellence
- ✓ **Future automation potential**, with the bank identifying 500+ additional SOX controls for future automation



## Ready to Automate and Strengthen Your Risk Management?

See how NewRocket can help your business streamline compliance, reduce manual workloads, and improve governance with the ServiceNow platform. Visit [newrocket.com](https://newrocket.com) to learn more.



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I truly believe what NewRocket did for TD is a game-changer in control testing automation. The amount of hours saved in manpower and risk avoidance is incredible.

— TD Bank Chief Business Stakeholder