

RiskMaster Creatio

RiskMaster Creatio software solution makes risk registration and management processes easy, transparent and manageable.

Use cases

RiskMaster Creatio is designed to be used as a single general register of risks for a company in any industry and of any size. It can be used both for management of a particular risk type (e.g. customer complaints) or management of an entire group of risks (like operational risks). Being closely linked to other Creatio objects (processes, persons, documents), it ensures maximum automation of incident and risk processing, provides any risk case investigation with full range of the necessary information, ensures control of execution of decisions aimed at risk mitigation.

The application can also be used to make operations of the internal audit service automatic, to register deficiencies detected in the course of internal or external audit, and to control elimination of the detected deficiencies. The universal functionality makes it a convenient tool for risk management service or company's internal audit department.

Key features

- **Incident registration**
Register incidents indicating probable occurrence of risk. Ensure automated registration of an incident via email sent to a specifically created email address for risk case registration. Upon necessity, configure automated import of incidents (e.g. IT incidents) from external systems.
- **Relations between incidents and risks**
Several incidents of one type can refer to one risk, as well as one incident can imply several different risks at once. Use a flexible incident and risk case grouping mechanism through relations.
- **Online risk incident investigation case**
Upon necessity, initiate an online incident investigation. Request and receive an expert's review online, receive explanation notes, documents and comments online as well. At the end make a decision on the need to register a risk or close the incident without registering the risk.
- **Registration and classification of risk**
Register and group registered risks. The functionality allows grouping operational risks according to BASEL II methodology and quickly configuring own grouping structure. Put labels, to which business process the risk refers to for convenience of its further processing, control and result analysis.
- **Risk case processing**
Request and receive an expert's review online for the registered risk case, receive explanation notes, documents and comments online as well. Ensure loss registration and classification, if such incurred. Create a decision draft. Ensure online coordination and approval of a decision project and control execution of the decisions, closing the risk case afterwards.
- **Register of incidents and risks**
Use the incident and risk case register for efficient risk management at the company. Sort incidents and risk cases by the source of reporting, risk types, business processes, persons responsible. Track the occurrence of new risks and incidents. Use search option to easily find the risk case or incident you want to see and view full information about it (history of



registration and processing, explanatory notes, expert's opinion, comments, documents, decision-making and history of execution of these decisions).

- **Recordkeeping of complaints and claims**

Complaints and claims are unique cases of operational risk. Upon classification of the risk case, indicate the customer and view all complaints and claims related to this customer not only in the centralized risk register, but also directly in the customer's file in Creatio.

- **Planning preventive measures**

Define and plan the necessary preventative measures for risk mitigation. Based on the planned measures, according to schedule, the tasks are generated automatically for the employees responsible, as well as emails for notifying them. Use online process for controlling execution of tasks and approval of results.

- **Audit**

Schedule and register extraordinary audits, using flexible mechanism of checklists, collection of documents and record of communication in the audit, as well as register results of the audit. Take into account the detected deficiencies and control execution of audit recommendations, draft reports on audit results for the management. Use an option to register results and control execution of recommendations of external audit or supervising institutions.

Both English and Russian software interfaces are available.

Confero Technologies is a Latvian IT company offering all-inclusive IT services for enterprises and financial institutions and developing its own software products. Our mission is to guarantee the consistency of clients' business processes. We are the official partner of FICO Tonbeller and Creatio. The high level of quality and information security of our operation is acknowledged by international certificates ISO 9001 and ISO/IEC 27001.

Creatio is an intellectual platform for business process management and CRM. It optimizes and accelerates sales, marketing and service processes, as well as operational processes in the organization. Creatio Marketplace features add-ons, software solutions, connectors and templates for improving user experience with Creatio platform and products and introducing automation into different business tasks.