

# ***A Brave New World: Creating a Data-Driven Compliance Organization***

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## **What We'll Cover**

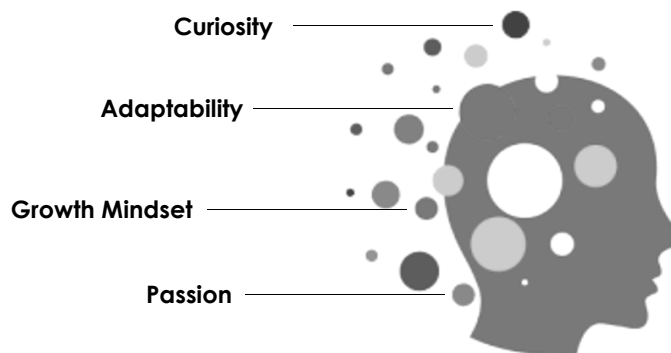
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- Compliance and Data Analytics
- Mindset and Attributes
- Using Data Analytics
- Success Stories: Customer Experience Indicators
- Final Tips To Take Action Today

## Compliance and Data Analytics



## Mindset and Attributes



## Using Data Analytics

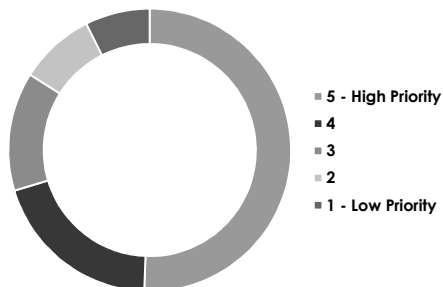
- Uncover compliance and other risks (e.g., business, financial, reputational)
- Use data-informed decision making
- Insight key risk indicators
- Observe, explore, trend, measure
- Drive the conversation
- Influence business outcomes



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## Success Stories

### Customer Experience Indicators



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## Final Tips To Take Action Today!

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- Be ready to answer "Why is Compliance looking at data?"
- Terminology matters
- Reactions matter
- Take risks – don't strive for perfection
- Get comfortable with being uncomfortable



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