

NCOMPLY CASE STUDY

Direct Federal Credit Union Cuts Compliance Research Time in Half with Ncontracts' Ncomply



Direct Federal Credit Union

Size: \$13.8 billion in assets

Location: Needham, MA



Challenges:

- Scattered compliance documents with multiple versions
- Too many hours spent researching and interpreting regulatory requirements
- Constantly hounding staff to complete tasks
- Fear of compliance issues falling through the cracks
- Unable to answer management questions promptly

The Challenge

Despite over 13 years of experience as a compliance professional, Devon Lyon was struggling to manage compliance at Direct Federal Credit Union using manual processes.

Direct Federal relies on decentralized compliance, where compliance responsibilities are delegated to senior management throughout the credit union. While this method ensures the institution is using an enterprise-wide approach to compliance, it also adds organizational challenges.

“Trying to manage it becomes a series of spreadsheets and emails and text messages and hallway meetings,” he says. “It was a complete and total frustration.”

Documentation, policies, and procedures were kept in Excel files throughout the credit union, making it hard to be certain the most up-to-date version was being used. Task management was also a chore, with Lyon regularly sending email reminders that got lost. “Did Outlook fail? Did I send it to the right person? I’d go through all the scenarios and I wasted a lot of time double checking to see what I did,” he says.

Researching NCUA rules and answering management questions could take anywhere from 3 to 20 hours, depending on the complexity. Lyon would have to search the NCUA website to see if a rule was published yet, read the legalese, consult with his trade associations’ interpretations of the rule and marry it all together to determine how it affected his institution.

Exam time also proved a challenge. “When auditors came in and said ‘Show me your compliance program,’ it was more of a description of what we do vs ‘we do all these things and can prove it.’”

The Solution

Today, compliance management is centralized at Direct Federal thanks to Ncontracts’ Ncomply, a comprehensive compliance management software application that fully integrates with Ncontracts’ entire suite of products.

Ncomply caught Lyon’s attention because it was “designed by a compliance officer for a compliance officer.” It has made all the difference, he says, solving common compliance management pain points.



Ncomply is not just a time saver, it's the best solution to manage regulations.

– Devon Lyon, VP Strategic Research & Management

All of Direct Federal's compliance documents are now stored in one secure location, ensuring all departments are working off unified and up-to-date documentation. Lyon can easily track compliance activities across the credit union, relying on the software to send automated reminders to staff who need to complete tasks.

Ncomply provides turnkey research that's easily digestible. Lyon and other credit union staff can quickly locate a synopsis and gain access to the full rule, providing organization-specific analysis of how it will impact his credit union. Ncomply also provides updates on rules and regulations, ensuring he never misses an important change—and he only gets updates relevant to his institution.

With clear dashboards and reports, Ncomply ensures data is readily available and Direct Federal is exam-ready.

The Results

Cutting research time from hours to minutes. Ncomply cuts the amount of time Lyon spends on compliance research by anywhere from 50 percent to 80 percent. "The fact that it gives you alerts, and the fact that alerts are customized based on the profile set up when onboarding—it's not just a time saver, it's the best solution to manage regulations."

Setting a new organizational standard for response times. "My boss asked a question on the new NCUA nonmember deposit rule during our 9:30 a.m. meeting. Before the meeting ended at 10 a.m., I was able to take the information out of Ncomply, shoot out an email, and tell him that I just sent him all the information he asked for," says Lyon. "He actually printed out the email, circled the time he received it and wrote down '12 minutes.' He said, 'This is amazing.'"

Assurance that current policies and procedures are accessible. "Now I have all my policies in one place. I don't have to figure out who has the latest version, who saved it last in the folder, and if they used the right version."

Increased culture of compliance accountability. Lyon can track tasks, confidently determining when reminders were sent and viewed. "It's a very effective tool for me to highlight a list of missed tasks and say to the senior team in a meeting with the CEO, 'You all have 15 things to do, and I've only heard from one of you.'"

Staff asks fewer compliance questions. "The first department we gave it to was lending. My questions about day-to-day lending compliance just fell off a cliff. They were able to self-serve."

Exam confidence. "The fact that everything is in one place is key. I'm looking forward to my audit exam. When they ask me about my compliance program, I can actually show them. I don't have to explain a nebulous concept."

Cuts day-to-day compliance time by 20 percent. Lyon spends 20 percent less time on compliance, giving him more time to dedicate to strategic initiatives like an upcoming core conversion. "Our workflows are much better, our processes are much better, and I don't have to hunt and peck to find my documents. Those are all very helpful."

Greater faith in compliance efforts. "It's software where you can see that it was designed by a frustrated end user. This system puts structure around it, making it measurable, honest and transparent. Ncomply takes a good program and makes it great. It allows an organization to have a greater amount of faith in its compliance efforts."