An aerial view of a city skyline at dusk. The sky is a mix of purple, blue, and orange. Several skyscrapers are illuminated with warm lights, and their lights are reflected in the windows of other buildings. The overall scene is a vibrant, modern urban landscape.

Case Study

First Abu Dhabi Bank

Tristan Frost | June, 2020



Context

BCS Consulting began working with FAB in XXth XXXX 2019 during a particularly challenging period for the bank where they found themselves struggling with the UK's regulatory environment and the increased scrutiny placed on their UK branch operations.

Specific challenges included:

- FAB UK was subject to a VREQ
- Self-declared breach due to dealing without permissions
- 2 watchlists (FCA and PRA)
- Subject to 2 x Section 166 (Fin Crime for FCA and Risk and Governance for PRA)

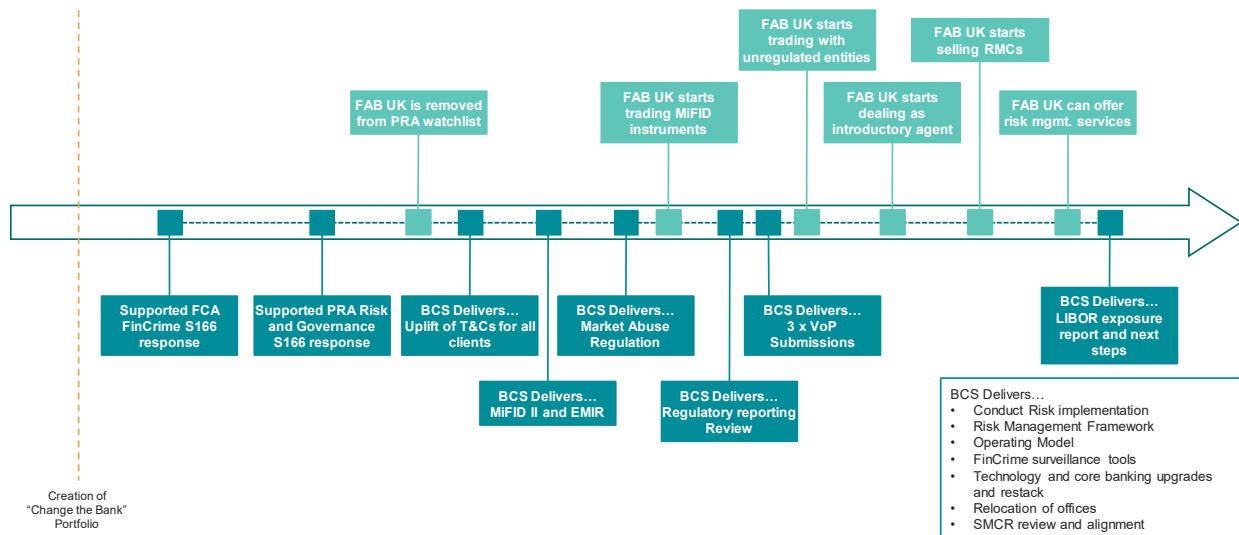
The resulting situation meant that no new business could be booked, revenue was static, and the branch was failing to grow. The branch did not have the ability to design and deliver change due to;

- RTB doing change at the side of desk
- Changes in leadership and at ExCo
- High costs associated with ineffective external vendors

Solution

1. BCS supported a successful proposal to the regulators and FAB Head Office to embark upon a 3-year transformation programme. The BCS team reviewed and challenged the scope of the programme, prioritised and defined a budget and resource approach.
2. BCS set up the branch's CTB function and the Change and Transformation portfolio. The team designed the appropriate Governance, set clear and accountable reporting lines and escalation paths, designed tight financial controls, created performance management processes, established a continual process of prioritisation and clear engagement with regulators and head office.
3. Members of the BCS team also took key roles in Head of Change, Programme leads and project managers and drove delivery

Revenue growth and Banking regulation compliance



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