Dear OpenPages valued client,

As we reflect on a successful Vision 2017, the IBM OpenPages team would like to thank you for your continued support. As you know too well, the governance, risk and compliance landscape has changed rapidly and dramatically with the volume and complexity of new regulations rising unabated. Institutions of every size strain to keep pace with the onslaught of legislative and regulatory changes. Transforming the way GRC teams operate to meet the new reality requires an investment in talent and technology. At Vision you witnessed the investment IBM is making in leading this transformation and we look forward to your continued partnership.

Below are some of the exciting update we shared we learned at Vision 2017.

We had an extensive line-up of client and business partner speakers that excelled from year’s past including:
- Bank of Montreal (x2)
- Capital One
- Charles Schwab
- Continental AG
- Fidelity (x2)
- GM
- HSBC
- ING
- MasterCard
- Morgan Stanley
- Pentos AG
- RBC
- SureStep

The IBM OpenPages offering team introduced several new solutions and enhancements including:
- OpenPages 7.3.0.1
- Watson for OpenPages
- Regulatory Compliance Management
- Vendor Risk Management
- and more
We saw the ability to show the end-to-end lifecycle and process management of regulations from cognitive obligation identification to an integrated control framework leveraging IBM Regulatory Compliance Analytics and OpenPages Regulatory Compliance Management. We saw how Watson is being leveraged in OpenPages to provide loss event categorization and delivering an interactive policy management ChatBot.

And we saw new solutions for managing financial crimes including anti-money laundering, know-your-customer and conduct surveillance. We heard from experts at Promontory how together we will change the landscape of RegTech with cognitive computing trained by industry experts. The GRC landscape is transforming and IBM is investing in your vision to lead the way.

We are focusing our investments in 3 key areas to help your team keep pace with regulatory change while managing risk and profitability (Solutions, Innovation, Engagement and Usability).

**Solutions**

IBM is committed to delivering real, fit for purpose solutions that address key pain points, while at the same time promoting a fully integrated GRC strategy on a single data model. If you attended the Smarter Risk Summit in London this November, you would have seen the announcement of **IBM OpenPages Vendor Risk Management (VRM)**. Fully integrated with the OpenPages GRC Platform, OpenPages VRM allows firms to automate and scale the Vendor Risk Management Process and verify that external business partner’s security practices and controls are acceptable relative to the policy requirements within OpenPages.

IBM also recently announced **IBM OpenPages Regulatory Compliance Management (RCM)**. RCM helps institutions reduce time and costs to understand their regulatory requirements, while also helping reduce risks associated with lack of adherence to regulations (sanctions and fines). Offering the ability to leverage IBM Watson® cognitive technology through integration with **IBM Regulatory Compliance Analytics**, OpenPages Regulatory Compliance Management gives decision makers critical insights into regulatory exposure across multiple jurisdictions, sectors and regulators.

We’ve also enhanced the **IBM OpenPages IT Governance** solution by providing embedded ETL, compliance content, and plug-and-play connections to solutions such as Qradar, AppScan, and Resilient.

These new solutions and enhancements add to the industry leading GRC Platform which brings together an interconnected view of risk across all disciplines:

- Operational Risk Management
- IT Risk and Security Management
- Policy Management
- Financial Controls Management
- Audit Management
OpenPages is continuing to grow and expand within IBM, leveraging the innovation and resources that only IBM can deliver – even beyond our market leading business intelligence.

At IBM World of Watson in Las Vegas this October, IBM announced the formation of Watson Financial Services (WFS) a business unit focused on delivering solutions that leverage the cognitive power of Watson to drive deeper consumer engagement, new experiences and augment the management of regulatory compliance.

Speaking at SWIFT’s Sibos conference in Geneva this September, IBM CEO Ginni Rometty told bankers that while they were making their digital foundation stronger, their ultimate competitive advantage will come from cognitive computing.

“Machine learning is one of 50 things when we think of cognitive computing. You can interact with natural language, have systems with domain knowledge in specific areas such as medicine or compliance”.

At World of Watson we demonstrated cognitive solutions that are transforming regulatory compliance and surveillance programs through the identification and understanding of regulatory requirements, improved efficiencies at addressing compliance requirements, and reducing the risk of misconduct.

We also demonstrated how Watson Analytics can be leveraged to explore, analyze and present GRC Data from IBM OpenPages and how OpenPages is leveraging Cognos integration to automatically load OpenPages datasets for Exploration, Prediction, Dashboards, Storytelling.

In November we announced the acquisition of Promontory Financial Group, a global market-leading risk management and regulatory compliance consulting firm. Promontory, combined with IBM’s deep industry expertise and Watson’s cognitive capabilities, will directly address the massive operational effort and manual cost of constantly changing regulation and risk management requirements. With the completion of the acquisition, Promontory will help accelerate IBM’s development of cognitive solutions for risk and compliance.
The continued investments in risk and compliance are evidence of IBM’s commitment to the GRC market and the industry leading OpenPages GRC Platform. Innovations in cognitive computing and additional risk and compliance expertise will shape the next generation of the OpenPages Platform, help you excel in your GRC environment and protect your investment in OpenPages GRC.

Engagement and Usability

OpenPages is helping clients expand their GRC maturity across all 3 lines of defense – enabled through investments in engagement and usability – making the day to day of each user easy, engaging and useful. To do this, we are executing on a strategy for becoming task focused, reducing navigation and improving usability for end users so that an infrequent user of OpenPages is able to make well-informed decisions for GRC tasks, guided by information from the system, without the need for training in OpenPages.

Additionally, in November we released OpenPages GRC Platform 7.3 which improves overall usability and efficiency with a new set of features that are designed to increase overall productivity and enterprise-wide security. New features include:

- Introduction of a new home page dashboard
- Improved usability for users because of new capabilities and enhancements to existing capabilities
- Enhanced global cross-object search capability
- Integrated vendor risk management capability
- Integrated with the IBM Business Process Manager workflow engine
- Updated OpenPages GRC API, the most comprehensive set of APIs that enables organizations to extend and more easily adapt the functionality of their existing solutions
- Upgrades to OpenPages GRC technical foundation capability

Lastly, we are pleased to announce a new forum for OpenPages users to gain the latest details on new releases, interact with peers and OpenPages solution experts, and learn about upcoming events.

The new IBM Governance, Risk & Compliance Community page has just been launched to help keep the dialogue open year round.

As you’ll see at the link below, there are a number of valuable resources to keep you informed about IBM OpenPages and help you excel in your GRC environment.

https://www.ibm.com/communities/analytics/

Thank You
Thank you again for your support of IBM OpenPages. As we continue to invest and innovate, the OpenPages GRC Platform will continue to evolve with new solution areas, advancements in cognitive computing and focus on user engagement and usability. We look forward to working with you on this exciting journey.

Below are some upcoming opportunities to stay in touch with your OpenPages peers and solutions experts in 2017/18, so please be sure to mark your calendar:

- **Smarter Risk NYC** – June 13, New York <http://events.risk.net/ibm>
- **Smarter Risk Summit** – November, London
  - OpenPages Users Group meeting will be held in conjunction

We look forward to your continued partnership on this exciting journey.

Sincerely,
Alistair Rennie
General Manager
Solutions, IBM Watson Financial Services