



# Transforming and Thriving with Data:

## Top 3 Risk Dashboards for Banks



If the last decade taught us anything, it's that change is inevitable—especially in banking. Challenges strike unexpectedly, whether it's a pandemic, economic downturn, or debt crisis as we saw following 2008, triggering the deepest recession since World War II. These challenges may generate change for the better, or in some cases, paralyze financial institutions. As **McKinsey & Company** reports, it has historically taken nearly eight years to recover from debt crises, a pattern recently experienced by the industry, and the fallout was lost revenues, diminished trust from customers, and stricter regulations.

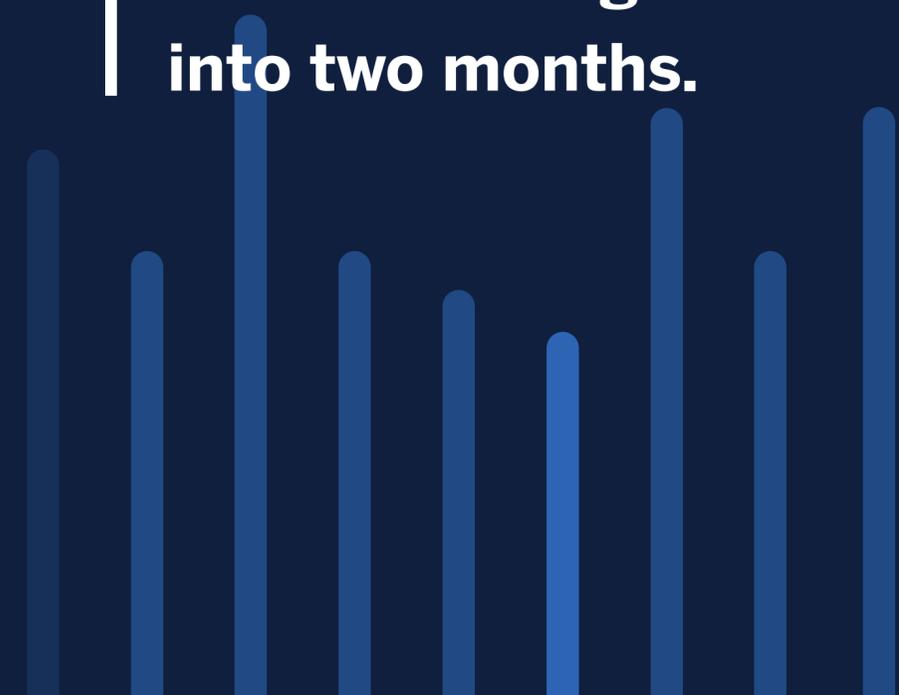
As a result of the changing landscape and economic crisis, banks have been forced to reimagine how they operate with greater resiliency and engage with customers. Leading financial institutions such as BNP Paribas, Charles Schwab, JPMorgan Chase, PNC Bank, and others are accelerating digital transformation and leaning into data-driven efforts to improve risk management, operations, and customer experiences. They're setting a powerful example for banks that are more hesitant to adopt digital tools, embrace data, and leverage advanced analytics in times of uncertainty. They're also better positioned for the future and to lead through change.



COVID-19 has ‘...brought forth the value of technology and the investments we’ve made over the last decade to modernize our technology stack. But the transformation we’ve undertaken is not just in the way we’ve architected our infrastructure...we realize another big change was in the mindset of our people.’”

— DBS Bank CIO, Deloitte, **Realizing the Digital Promise**

**PNC Bank recently experienced a 50% increase in digital sales during COVID-19, condensing 10 years’ worth of changes into two months.**

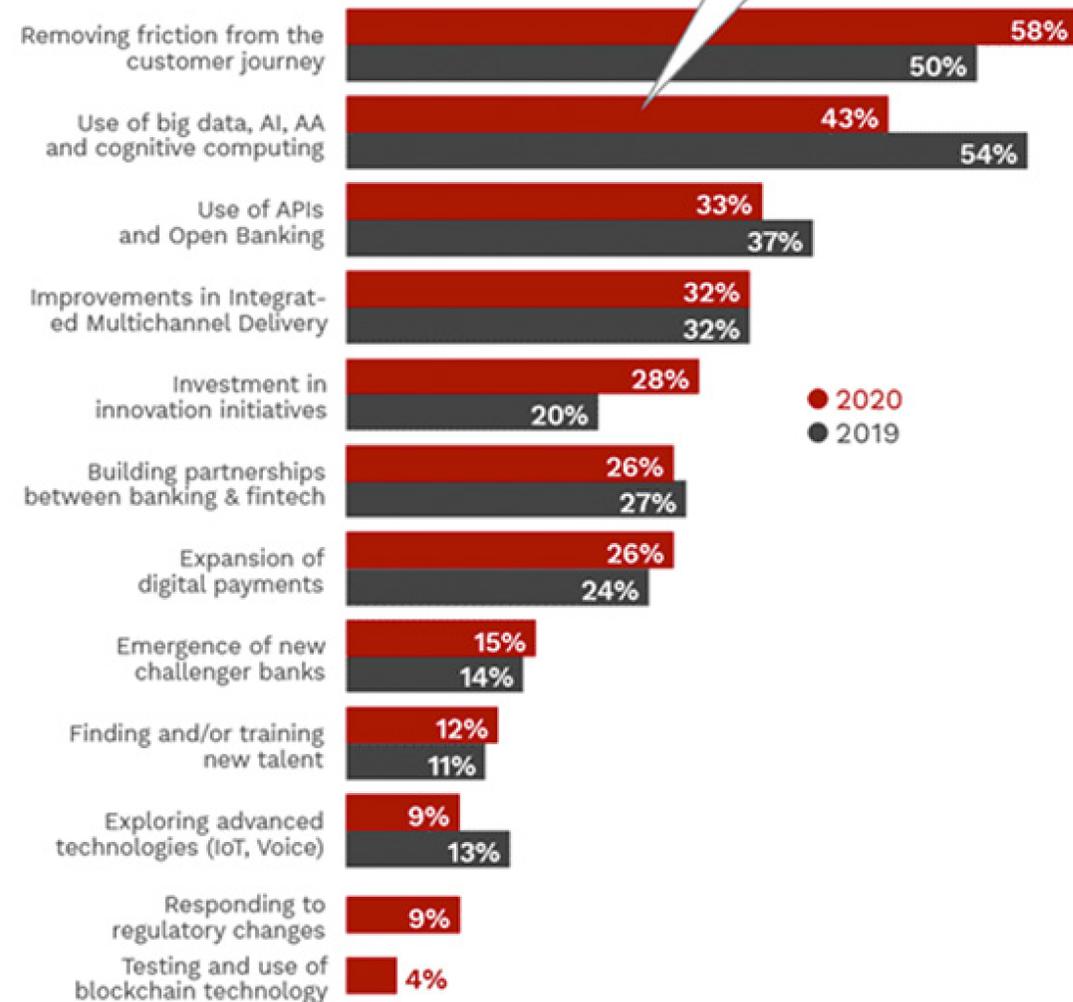


The digital imperative:  
Embrace data analytics to navigate change



## Top 10 trends for the retail banking industry comparing 2020 and 2019

What do you think will be the (3) three most important trends for the retail banking industry in the coming year?



SOURCE: Digital Banking Report Research © January 2020 The Financial Brand

With our current climate of greater credit delinquencies and reduced customer cash flow, banks are increasing their focus on remediation strategies as they help customers in financial distress and move to safeguard their own capital and liquidity foundations. The Small Business Administration Paycheck Protection Program (SBA PPP) presents a new scenario where it is critical for banks to have at-a-glance views of customer data in order to process high loan volumes. Thousands of small businesses are using loans to stay open and service customers, but analytics shed light on both financial relationships and business health, expediting if banks approve or deny the loan. Analytics also support the next steps of forgiveness or forbearance.

Historically, this type of remediation effort consumed time and resources. Although, as **McKinsey** notes, more banks are implementing processes to improve governance because of increased data and transaction frequency, and also allocating funds to prioritize and remediate issues at scale. **St. Mary's Bank**, a Tableau customer, is one example, and Citizens Bank of Edmonds also **vocalized** the need to improve upon the forgiveness phase of PPP loans using clear communication based on data, a CRM, and with team leads at the helm.

Integrating data and analytics remains in the top three priorities for retail banks, alongside improved digital customer experiences and reduced operating costs. This **ranking** stems from sharing trends with banks, credit unions, and suppliers globally to then offer their top three predictions for 2019 and 2020.

—Digital Banking Report, **2020 Retail Banking Trends & Priorities**

This increased remediation focus probably feels similar to protective measures taken by banks post-2008 to better equip themselves and plan for future shock waves while staying relevant, competitive, and profitable. Among those measures has been adopting and using digital technologies such as visual analytics, CRM software, the cloud, and APIs, to name a few—all powerful allies to enhance banks' operations and customer experiences, according to **Forbes**.

As banks join the growing list of data companies, the ways in which their people use and depend on data to make daily decisions has evolved. A sign of their growing analytics maturity, they are developing a stronger culture where staff across levels are enabled by data and self-service analytics technology. And with the amount and variety of data now generated from customers and digital activity, having a trusted, proven analytics leader as your side-by-side partner is essential.

Tableau's self-service analytics help banks worldwide and employees across the industry—leaders, analysts, branch tellers and managers, and business team leaders—easily uncover critical insights to make more informed, in-the-moment decisions. These decisions influence daily operations and even support stabilization before, during, and after a crisis, giving banks confidence to move forward with an actionable game plan—one where improved risk management and customer experiences are key outcomes.

**Digital-only banks  
have an average  
cost-to-income  
ratio of 47%,  
substantially  
lower than  
the 73%  
average among less  
significant banks.**

— Deloitte,  
**Realizing the Digital Promise**

# Three dashboards to improve risk management and customer experiences

Using the following three Tableau dashboards, you'll be able to gather data from multiple sources to manage risk with trust and speed, empowering staff in their work and thinking to create greater value for customers. Download and try them while navigating change and digitally transforming your bank.



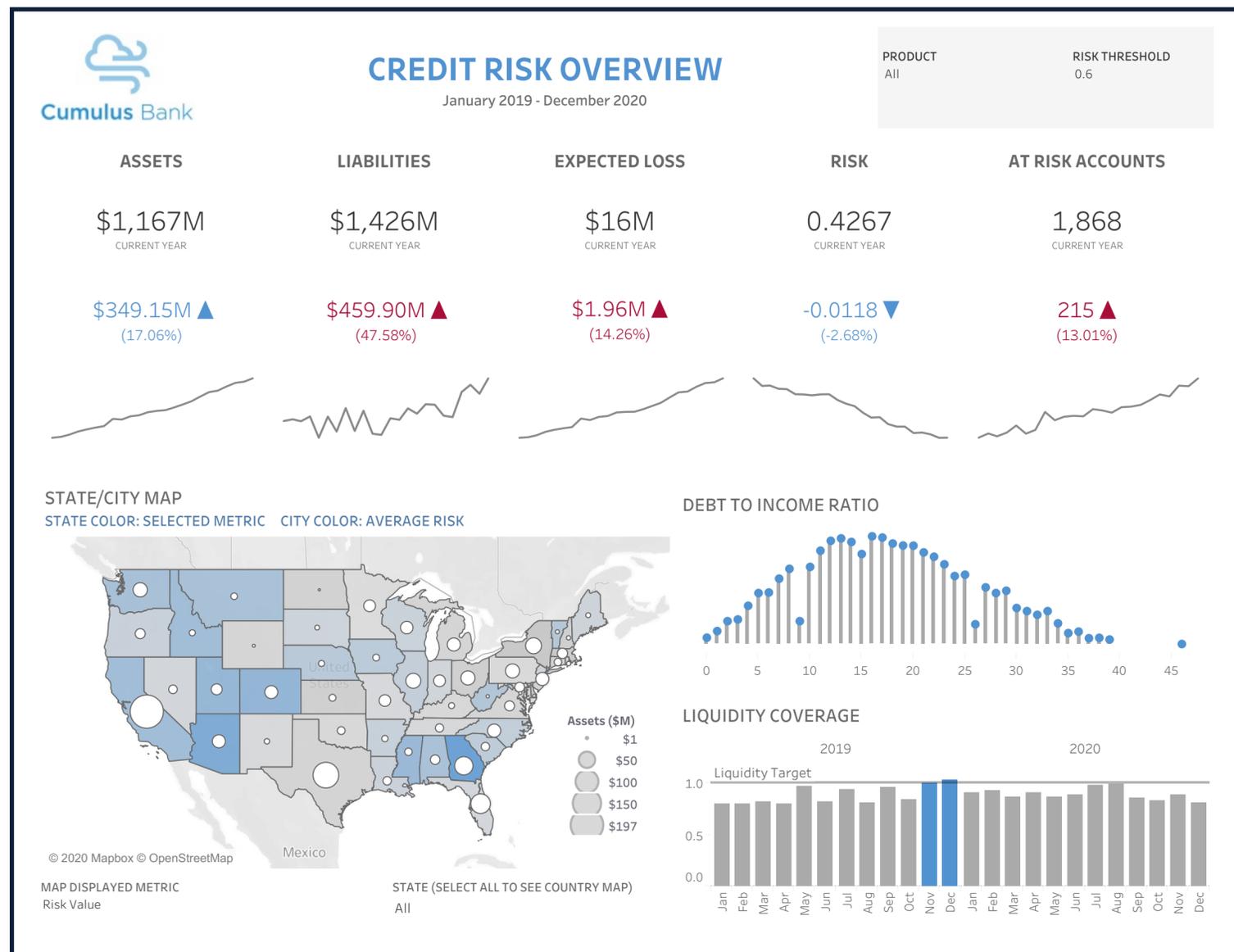
RISK MANAGEMENT



CUSTOMER EXPERIENCES



## Explore the Credit Risk Overview and Restructuring dashboard

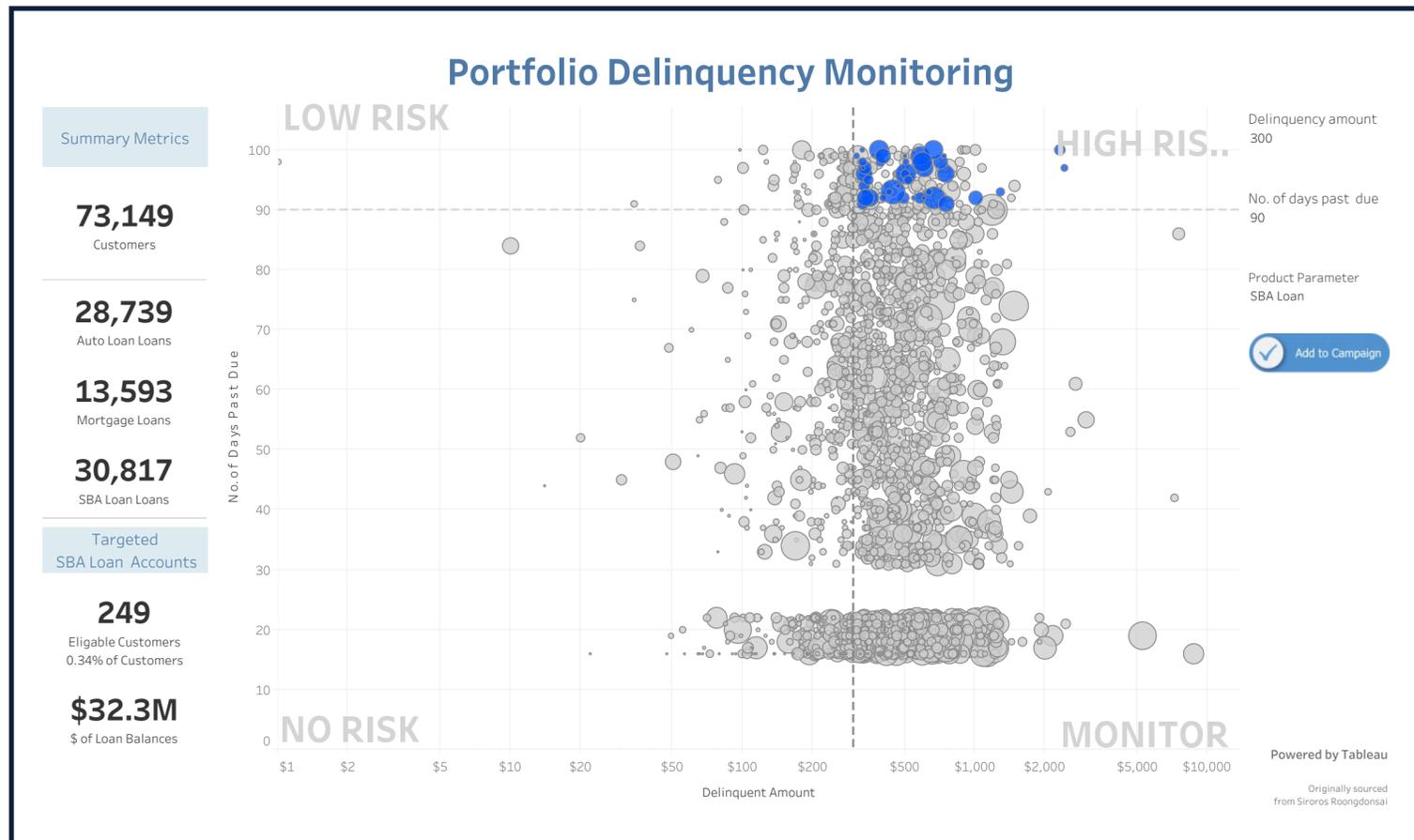


◀ This **Credit Risk Overview and Restructuring dashboard** reveals actionable insights to help banks manage their risk and maintain liquidity, which is important in challenging economic times. With the ability to dive into relevant metrics, this visualization invites interactivity. It gives leaders a comprehensive look with the option to also explore details for a better understanding of what puts them at greatest credit risk so they can act early.

Apply filters to view data by product or offering and adjust the risk threshold to see the current value of your bank's assets, the status of at-risk accounts, and reveal key trends over time. You can also assess risk geographically by selecting cities and states to discover potential correlations between defaulted loans and their environment.



## Explore the Loan Portfolio Delinquency dashboard

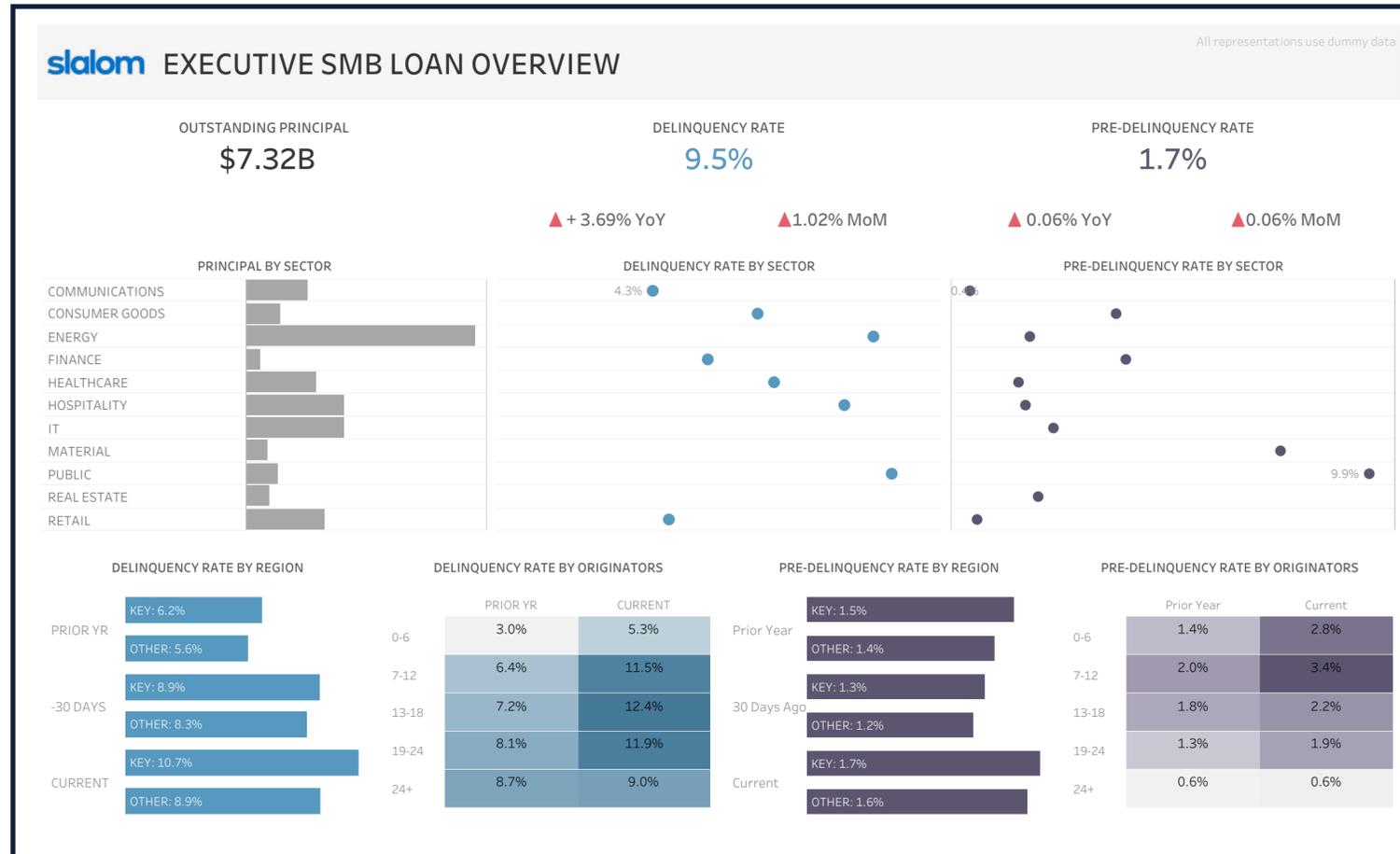


◀ Credit and risk analysts will get the most out of this **Loan Portfolio Delinquency dashboard**, which presents loan and account data in a scatter plot divided by quadrants. Filter data by the type of loan, the amount delinquent, and days past due. Individual analysts will love the ability to quickly define or edit parameters in filters to shift reference lines within the quadrant, redefining what it means for accounts to be “high risk” and “high impact”—or just one to “monitor.” Having this visibility gives them actionable insights, at a glance, so that analysts can make recommendations to account managers or bank executives wanting to keep risks at a minimum and support customers.

The size of the marks on this scatter plot represent the loan balances, so any large marks will spark greater investigation. When a mark is selected, a tooltip reveals useful details like the loan balance, the delinquent amount, and the number of days past due.



## Explore the Credit Risk Analysis dashboard



◀ This **Credit Risk Analysis dashboard** from **Slalom**, a modern consulting firm in more than 35 worldwide markets that focuses on strategy, technology, and business transformation, helps banks understand which small business lendees are, or could, trend toward delinquency. With the surge of recent loans provided through the SSBA PPP, this is valuable information to any bank who provided the loans. Furthermore, and in less volatile times, banks can also rely on the data to limit their risk exposure, as they better anticipate and quickly respond to changing market forces for improved long-term planning. There are filters and details to see delinquency by geography and industry sector, to learn total values of loans, and view the unemployment rates of small businesses who may seek loan support.

## How banks use Tableau to achieve resilience

As the enterprise business intelligence platform of choice for more than 90 percent of Fortune 500 financial services enterprises, Tableau helps many banks deploy and scale their analytics to manage through change. Hear some of their stories and how analytics benefit the business and customers.

### JPMorgan Chase & Co.

**JPMorgan Chase & Co.** (JPMC), having grown through mergers and acquisitions, saw data become vital to its business operations and strategy—reducing risk, enhancing the customer experience, and offering intelligence that shaped key strategies. JPMC shifted from IT-owned to business-owned self-service analytics to keep up with rapid industry changes and optimize for success. Championed by a Center of Excellence and with IT enablement, JPMC adopted Tableau, expanding from 400 users in 2011 to more than 30,000 today, which drives enterprise-wide data accuracy and risk management.

### Charles Schwab

As one of the largest, publicly-traded financial services firms, **Charles Schwab** relies on data to enhance customer experiences, drive operational leverage, and reduce risk. Starting with 6,000 Tableau users in 2016, Schwab was reaching capacity in its Tableau environment and decided to expand licenses across the enterprise to more than 16,000 users—all of which are managed by Schwab's IT Center of Excellence. Several departments now benefit from this expansion. In retail branches, nearly 150 managers and 1,200-plus consultants use Tableau to monitor client activity and identify outreach opportunities, resulting in an improved client experience. Schwab's Analytics and Business Insight (ABI) group is a central hub for reporting and creates automated dashboards for senior leadership and client-facing teams that analyze key performance indicators around investments, new products, and business initiatives. These collective efforts have fostered an active Tableau community at Schwab as use and demand keeps growing.



## BNP Paribas Group

**BNP Paribas Group**, an international bank with a 75-country footprint has more than 190,000 employees that serve more than 30 million customers mostly concentrated in EMEA. A key issue to resolve was capturing and analyzing fragmented data throughout the EMEA business. With data sitting in disparate databases, there was no single source of truth and that made business decisions difficult, plus increased likelihood of errors. BNP Paribas's Corporate and Institutional Banking division adopted Tableau across operations and started training employees, which significantly impacted data consistency and accuracy with all 2,000-plus relationship managers. More than 80 percent of previous manual reporting is now automated, which frees up the team to deliver new analytics services. And all EMEA departments work from one source of truth that includes interactive visualizations instead of depending on 300–400 page manual reports.

## St. Mary's Bank

**St. Mary's Bank**, the first credit union in the United States operating for 100-plus years, struggled like many financial institutions to get a holistic view of their data across banking, lending, and long-range planning services. Engaging and reporting to staff, plus tracking the accuracy of transactions and loan applications was costly, time-intensive, and difficult without the right technologies. With a migration from on-premises to the cloud using Amazon Web Services (AWS) and adopting Tableau as their enterprise analytics solution, that has changed. Because of Tableau's native connection to AWS and Snowflake, St. Mary's Bank now performs fast, reliable, and cost-effective analysis on customer assets totaling more than \$1 billion. They've also seen improved data quality and timeliness with nearly 40,000 data errors resolved and a weekly savings of almost 15 hours from automated reporting.





## Conclusion

We recognize there will be new industry challenges, some like we've never seen or that seem very familiar. Through any circumstance, but especially in today's complex business environment, Tableau is a proven, enduring partner that helps banks around the world deploy analytics at scale, manage risk, and grow their businesses. We meet their most basic to complex data needs with self-service analytics that accelerate time to insight, build competitive advantage and resiliency, and improve customer experiences.

Promoting and investing in a data culture will help banks lead with the right mindset now and in the days ahead. [Learn how Data Culture](#) inspires important changes for organizations, why it matters to build one—like empowering all employees to be data-driven—and how Tableau can support your bank in creating a data culture that takes advantage of opportunities and combats unexpected challenges.

As reflected in the three dashboards and real-world examples shared, the breadth of what banks experience with data-driven insights demonstrates how critical it is to have powerful analytics at the heart of your business. By using these dashboards, experience improvements with your bank's risk management, operations, and customer experiences.



## Resources

- Visit our [Banking and Wealth Management solutions page](#) to see how Tableau sets you up for success now and in the future, extracting the most value from data.
- Experience Tableau's reliability and scalability by downloading a free trial of [Tableau Desktop](#).
- Learn about our partner, [Slalom](#), and how the combined power of their strategic services with our analytics platform helps customers transform how they think about, interact with, and learn from data.

## About Tableau

Tableau helps people transform data into actionable insights that make an impact. Easily connect to data stored anywhere, in any format. Quickly perform ad hoc analyses that reveal hidden opportunities. Drag and drop to create interactive dashboards with advanced visual analytics. Then share across your organization and empower teammates to explore their perspective on data. From global enterprises to early-stage startups and small businesses, people everywhere use Tableau's analytics platform to see and understand their data.