

## GLOBAL FINANCIAL SERVICES PLAYER IN VEHICLE FINANCING CHOSE TO IMPLEMENT LAWRBIT GLOBAL COMPLIANCE MANAGEMENT SOLUTION (GCMS) TO STRENGTHEN ITS COMPLIANCE FRAMEWORK IN INDIA

### CLIENT INTRODUCTION

Our client is a systematically important (having asset size more than INR 1,000 Crores and growing fast), non-deposit taking NBFC. It is part of a global financial services player in the Agricultural, Construction Equipment and Commercial Vehicles finance businesses and supports its main brand customers and dealers with tailored financial solutions by offering a full range of retail financing, leases, rental programs and insurance products.

Client has field based financial specialists whose key role is to interact with customers to understand their financing needs and offer tailored financial solutions to meet their requirements making use of a digital platform for a faster turnaround time, transparency and real-time tracking.

### CLIENT CHALLENGES

Our client operates in highly regulated and competitive business. While the entity was newly formed, but challenges are not of a typical startup as it was expected to gear up fast to support the national network of its parent entity with a thin, shared team, lower budgets and yet remain aligned with the global risk frameworks of its NYSE listed group.

- Newly formed entity of highly compliant organisation with very high growth projections, **zero tolerance of compliance**
- Team has **dual reporting** structure - Global legal & Operational teams of parent entity in India
- Lack of confidence in the list of **applicable Acts and Compliances**.
- Consolidated view of regulatory updates and changes in the laws applicable on the business
- Bringing everyone on same page on expectations w.r.t., Regulatory compliance obligations
- **Co-ordination** with internal and external users to get status of compliance on monthly / quarterly basis for Board reporting
- Categorisation of compliance risks to align with risk based frameworks of the group

### CLIENT HIGHLIGHTS

- Subsidiary of large commercial automobile giant with business operations across India
- Supports dealers & end clients of parent entity with tailor made finance offerings
- Part of an NYSE listed automobile group having presence across 180+ countries
- RBI Registered NBFC in India
- Asset Size - INR 1,000 crores+
- Employees - 200+
- Headquartered in Gurgaon, Delhi / NCR, India

## IMPLEMENTATION PROCESS

The client chose to implement GCMS solution offered by Lawrbit after evaluating alternatives available in market, despite having a Compliance Management Software from a *Big 4* implemented at their parent entity.

### STEP 1 - BUSINESS DISCOVERY

During this phase, our team of legal experts engaged with the client's functional users to understand business. Post detailed interactions, we understood all aspects of client's business impacting laws:

- Locations, Nature of Establishment
- Product / Service portfolio
- Third party contractors, service providers)
- Industry Specific Obligations

### STEP 2 - COMPLIANCE OBLIGATION FINALISATION

- Shared list of applicable laws, regulations, master circulars, directions with Functional Heads, Project SPOC
- Round of discussions held with Functional SPOCs to clarify their queries around compliance
- Identified process gaps and helped client to fix basis best practices
- Identified and finalised compliance obligations applicable on the business in consultation with Functional SPOCs
- Finalised **Ownership & responsibility Matrix** for each compliance obligation covering **internal and external stakeholders**  
*Compliance Owner --> Approver --> Group Owner*

### STEP 3 - APPLICATION CONFIGURATION

Application configured basis information gathered:

- Location & Department Master
- User Master, access rights for CXOs & Auditors
- Mapping of laws to location & functions
- Responsibility & Authority Matrix for compliance
- Event Trigger Rights & Approval Matrix
- Pre & Post Compliance responsibility mapping

### STEP - 4: USER TRAINING & GO-LIVE

- Multiple training sessions for end users
- Follow up help desks to resolve any Post Go-Live support issues
- Training Manuals and Ticket Centre

## KEY LAWS APPLICABLE ON CLIENT

Companies Act, 2013
Goods and Service Tax Act
Income Tax Act
Arbitration and Conciliation Act
Debt Recovery Tribunal Act
The Prevention of Money Laundry Act
IBC (Information Utilities) Regulations
RBI (COVID-19 – Regulatory Package)
FEMA(Master Direction - External Commercial Borrowings, Trade Credits, and Structured Obligations)
Indian Stamp Act
RBI(Instruction - Filing of records of equitable mortgages with the Central Registry)
Non-Banking Financial Companies (Approval of Acquisition or Transfer of Control) Directions
RBI (LEI for for Participation in Non-derivative Markets)
RBI (Master Direction - Monitoring of Frauds in NBFCs)
RBI (Master Circular - Non-Banking Financial Companies - Corporate Governance)
RBI (Master Direction - Information Technology Framework for the NBFC Sector)
RBI (Circular- Reporting to Central Repository of Information on Large Credits)
RBI (Master Circulars- Miscellaneous Instructions to NBFC- ND-SI)
RBI (Master Direction - Non-Banking Financial Companies Auditor's Report)
RBI (Master Circular - Systemically Important NBFC Non-Deposit Accepting or Holding Companies Prudential Norms)
RBI (Commercial Paper Directions)
RBI (Master Direction- Non-Banking Financial Company Returns) 2016
RBI (Directions - Managing Risks and Code of Conduct in Outsourcing of Financial Services by NBFCs)
Non-Banking Financial Company - Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016.
Negotiable Instrument Act
Employee Provident Fund Act
Shops and Establishments Act - Haryana

## LIFETIME SUPPORT

Client now enjoys the benefits of our lifetime support,

- Regulatory Updates are provided on Near Real Time basis without any manual intervention
- Application is hosted on SaaS, so no involvement from client's IT team for application support
- Technology updates, upgrades and new features are introduced on regular basis

## THE IMPACT

- The Risk and Compliance Head now has better control over its organisation's compliance
- Everyone's on same page with understanding and sensitivities of compliance obligations
- Organisation wide Risk parameters and tolerance levels are fixed and standardised
- Resulted into better visibility, transparency and accountability in the system
- The initiative was well received and appreciated by the global legal head
- Management's reliance on analytical dashboards, regulatory updates is high
- Helped client reduce cost of compliance

## PROJECT HIGHLIGHTS

- 70+ Applicable Laws, Rules and Regulations
- 3,500+ Compliance applicable
- 50+ system Users across India & globally
- Post Go-Live application support provided by Lawrbit
- On-boarded global Risk Head for compliance controls
- Compliance Service providers given system access & training
- Faster turn around

## OUR SOLUTION PORTFOLIO FOR ENTERPRISES

### GLOBAL COMPLIANCE MANAGEMENT SOLUTION

- Centralised framework and an integrated approach to manage an extensive range of regulatory obligations across globe; enabling businesses to efficiently manage cross geography, functional and industry mandates.
- Know, monitor & manage compliance confidently with most comprehensive & authentic Regulatory intelligence through single application
- Control dashboards for CXO & Auditor

### LEGAL MATTER MANAGEMENT SOLUTION

- With limited resources and time constraint to manage multiple matters, it's daunting challenge for in-house legal team to keep up with legal risks amongst numerous operational challenges.
- Improve efficiency, productivity and control legal costs effectively. User can map the complete lifecycle of a matter starting from a Notice to Litigation / Arbitrations while monitoring every aspect & stakeholder

### ENTERPRISE RISK MANAGEMENT SOLUTION

- Enables structured and systematic approach towards managing enterprise wide risks; supports uniform risk assessment methodologies
- Provides an accurate understanding of risks across the organization and clear visibility into the top risks
- Define controls as per industry standard frameworks
- Risk insights and intelligence for better decisions

## ABOUT US

We offer RegTech & Lextech solutions for Enterprises, Audit, Compliance & Legal Professionals globally.

- Our decade of experience in creating Global Regulatory Intelligence and understanding real-life challenges of managing them have helped us create innovative, best in class solutions that are scalable & easy to implement.
- Our solutions integrate Regulatory Intelligence across laws for 70+ countries with technology, making it easy for users to understand compliance obligations and be informed of the Regulatory changes.
- Our Legal Network comprises 1000's of legal experts from 100's of Legal, CPA & Consulting Firms across 70+ countries having domain and territory expertise across areas of law.
- Our Reverse Outsourcing model of engaging legal experts for multi-country roll-outs helps reducing time, cost and efforts for such implementations.

## OUR SOLUTION PORTFOLIO

### Enterprise Solutions

- Global Compliance Management Solution
- Legal Matter Management Solution
- Risk & Controls Management Solution

### Professional Solutions

- Compliance Audit Management Solution
- Compliance Service Management Solution
- Litigation Service Management Solution

## OUR LOCATIONS



### DELHI / NCR

**CORPORATE OFFICE:** 865-A, Tower - B1, Spaze  
I-Tech Park | Sector 49, Gurgaon - 122002



### JAIPUR

**KNOWLEDGE CENTRE:** 32, Gopal Tower,  
Dadu Marg, GopalBari, Jaipur - 302001



### MUMBAI

WeWork Chromium, JVLR, Opp. L&T Business  
Park, Andheri, Mumbai - 400076



### AHMEDABAD

A2/512, Palladium Complex, Corporate Road,  
Pralhadnagar, Ahmedabad, Gujarat - 380015

**PARTNER LOCATIONS: BENGALURU, CHENNAI, HYDERABAD, PUNE, TANZANIA**

## GET IN TOUCH WITH US

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