

CASE STUDY Kuwait Finance House

Single Pane of Glass [Unifying Governance, Compliance, Privacy, and Risk at COMPLYAN]

Background

COMPLYAN provided a centralized platform to unify KFH's governance, risk, and compliance. It automated control mapping, risk scoring, and audit evidence collection across multiple frameworks, replacing scattered processes with a single source of truth.

About The Customer

Kuwait Finance House (KFH), one of the region's leading Islamic financial institutions, operates within a complex and highly regulated environment. With multiple divisions and significant volumes of customer and employee data, KFH required a **centralized solution** to unify governance, strengthen risk oversight, and ensure consistent data privacy and regulatory compliance across its operations.



Challenges

Kuwait Finance House (KFH) faced several operational challenges, including manual compliance tracking, fragmented processes, and the absence of centralized oversight for regulatory adherence. As a financial institution, KFH is subject to stringent local cybersecurity and financial regulations, and the handling of extensive customer and employee data made data privacy a critical concern. Additionally, with several outsourced services involving third-party access to sensitive information, vendor security controls emerged as a key risk area. The organization's divisions operated in silos, each managing different compliance frameworks and assessments independently resulting in inefficiencies, duplicated efforts, and increased compliance risks.

Data Privacy Challenges

- Lack of centralized data subject request tracking
- Manual handling of Record of Processing Activities(RoPA)

Complyan Module(Data Privacy) Utilized by KFH to reduce Operational Bottleneck for:

- GDPR
- DPPR
- CITRA

Compliance Challenges

- Fragmented compliance processes
- Manual workload and
- audit readiness gaps.

Complyan Module(GRC Marketplace) Utilized by KFH to reduce Operational Bottleneck for:

- CBK
- ISO 27001
- PCI DSS

Vendor Management Challenges

- Limited visibility into third-party security practices

Complyan Module(Third Party) Utilized by KFH to reduce Operational Bottleneck for:

- Vendor Onboarding/Off-boarding Process
- Vendor Risk Profiles
- Vendor Risk Management

Governance and Risk Management Challenges

- Limited visibility into enterprise risk posture

Complyan Module(Risk Register) Utilized by KFH to reduce Operational Bottleneck for:

- Structured risk profiling and continuous monitoring
- Unified governance and risk management approach by centralized risk register



"Implementing COMPLYAN was a game-changer for how we manage compliance and risk. Instead of piecing together updates from scattered sources, we now have a centralized view of our controls, evidence, and responsibilities. It's helped us work more collaboratively across departments and stay confident in our audit readiness."

Head of Risk & Governance, Kuwait Finance House



Proposed Solution

Solutions Implemented

To address a range of operational, risk, and privacy compliance concerns, COMPLYAN provided KFH with multiple solution suites each strategically designed to target specific areas which helped in many ways as:

- **Process Optimization**

- KFH leveraged COMPLYAN's extensive control marketplace to effectively map, track, and manage compliance across key regulatory frameworks, including CBK, ISO 27001, PCI DSS, and vendor risk standards.
- Additionally, COMPLYAN's Risk Module enabled KFH to perform real-time risk scoring, automate vendor risk evaluations, and gain centralized visibility through integrated risk dashboards.

- **Centralized Dashboards, Broader Visibility**

COMPLYAN delivered a dedicated Audit Reporting module, further offering extensive visibility through both framework-specific dashboards and a centralized, consolidated view. It enabled automated evidence collection including policy templates, asset inventories, and documentation while maintaining detailed audit logs and streamlining compliance reporting, thereby enhancing KFH's audit readiness and strengthening governance oversight.

- **Integrated Privacy Compliance Management Across Different Business Units**

COMPLYAN's Data Privacy module enabled KFH to automate compliance tracking across both global and regional privacy regulations, including GDPR and Kuwait's Personal Data Protection Law. It offered a centralized platform to manage customer data handling practices, conduct Data Protection Impact Assessments (DPIAs), classify assets by category and criticality, maintain an up-to-date asset inventory, and manage data processing registers.

"As the Data Privacy team, the implementation of the COMPLYAN's dedicated Data Privacy module has been pivotal in enhancing how we manage privacy compliance. The platform provides us with a centralized view of controls, processing activities, and regulatory obligations, allowing for proactive risk identification and timely mitigation. It has streamlined our collaboration with other functions and ensured we remain consistently aligned with evolving data protection requirements".

Head of Data Privacy, Kuwait Finance House



Results (Achievements)

Efficiency Gains:

- 80% reduction in manual effort through automation
- Vendor assessments shortened from weeks to days

Centralized Compliance:

- Real-time visibility across divisions
- Standardized reporting improved audit readiness

Accuracy & Risk Mitigation:

- Reduced errors via standardized processes
- Early detection of compliance gaps enabled timely action

Scalability:

- Flexible platform supports evolving regulations
- Future-ready for full governance integration

Closing Notes

As a result, Kuwait Finance House successfully enhanced its governance and risk posture by automating compliance processes across multiple divisions through COMPLYAN. The platform facilitated seamless integration of compliance frameworks, improved enterprise-wide risk visibility, and ensured consistent regulatory adherence with significantly reduced manual effort.

You have the power to protect your peace.