

CASE STUDY

How Toyota Financial Services went from manual to auto

Toyota Financial Services Australia wanted to continue using established business procedures but move away from manual processes and find a more efficient and flexible way to work. Protecht allowed them to streamline their work and continuously improve their processes.

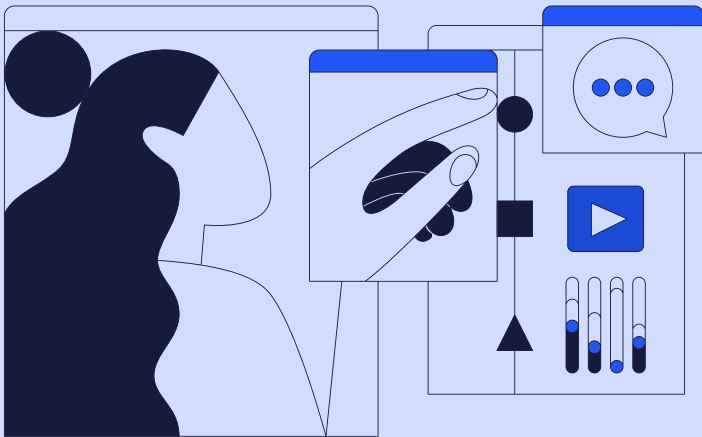
Challenges

The Toyota team were using spreadsheets, Word documents, email and databases to collect and store data. Reporting would take a long time to complete as information was collated from multiple sources and fed into a spreadsheet to produce a final report.

Utilization

The Toyota team reached a "light bulb" moment when they realised they were reaching a critical mass of volume very quickly with the amount of data and reports they were collecting.

They were replacing Lotus Notes and needed a system that would run reports quickly and smoothly without having to manually trawl through hundreds of files to run a report.



"We have about 12 modules being used and another half a dozen on the go. I always envisaged that it wouldn't just be purely a Risk & Compliance tool and other areas such as Finance, Collections, and Wholesale teams would use it for their own business functions and we are now starting to see that happen with Protecht."

Craig Greenwood,
Chief Compliance Officer, Toyota Financial Services
Australia

Continuous improvement

Toyota had a working process in place before utilising Protecht. Now there is increased control and ownership around the business processes both within the compliance team and across the business. The manual processes have been automated and are now more efficient.

"One of our key pillars at Toyota is continuous improvement."

How Protecht helped

Benefits to Toyota included:

- Reduced human error
- Highly visual reporting
- Time savings
- Automating and consolidating many processes
- A stronger audit trail for auditors
- Improved record management system
- User ability to define system capability

"You have better, fast visual reporting of data and you have greatly reduced human error. It is quicker to pick up information like incidents or trend analysis."

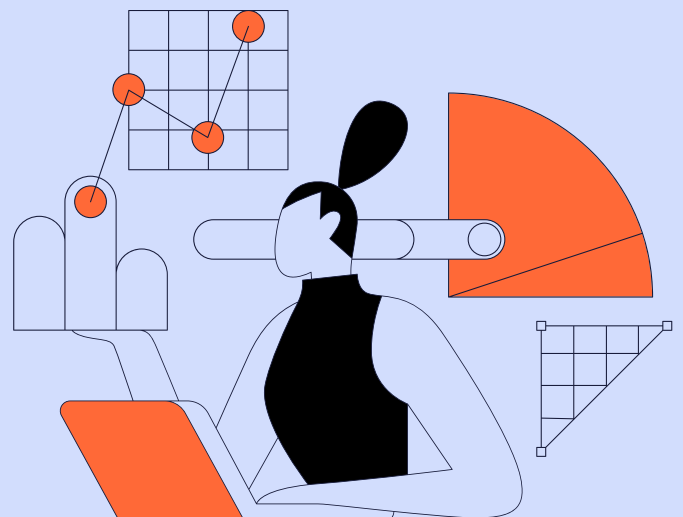
Sample Protecht ERM dashboard



Making the decision

Why did Toyota pick Protecht?

"When choosing a supplier we found that some GRC tools weren't actually GRC tools - one vendor was all WHS, one of them had such a poor interface and they were quite a big vendor. Some were far too complicated for what we were after."



Cost was a consideration too. Protecht offered a good value and a good quality solution. And importantly, Toyota found that other vendors didn't have the flexibility to build a new module and would charge for any additional modules.

Protecht plugged the initial system in and worked together with the Toyota team on the initial modules.

But things changed rapidly. "Literally within the first month we were putting out other registers", says Craig. These included Access Requests, Audit Checks, Legal Requests and more. Evidently, other parts of the business are now using Protecht.

"The big thing that you have provided is that the tool is simple and the support that we've had has been really good. It has always been timely and efficient, which made it pretty easy for us to get started".

Sample Protecht ERM dashboard



Would they recommend us?

"We would recommend Protecht. It started as a fairly simple tool but it actually worked, and I think that's really important. I'd rather have something that's simple that the users can understand and also does the job it's meant to do. Additionally, the support we've been given by the team here in overcoming some of the initial issues has been remarkable."



About Toyota Financial Services

Toyota Financial Services Australia's number one priority is customer satisfaction. With over 30 years' experience in the market, an extensive network of regional offices and as a leader within the worldwide Toyota Financial Services group, they understand their customers' needs. Their partnership with the Toyota dealer network means that throughout Australia, Toyota Finance is ready to help.

Find out more about Protecht

Optimize your Enterprise Risk Management at the click of a button

About Protecht

For over 20 years, Protecht has redefined the way people think about risk management with the most complete, cutting-edge and cost-effective solutions. **Protecht provides a complete risk solution comprised of world class enterprise risk management, compliance, training and advisory services to businesses of all sizes, regulators and governments across the world.**

Call us

+61 2 8005 1265 (APAC)
+44 (0) 203 978 1360 (EMEA)
+1 (833) 328 5471 (US and Canada)

Email us

sales@protechtgroup.com

