

Building trust and
confidence in audit
and risk functions

EY

Building a better
working world

Digital confidence for a digital age

Unpredictability is here to stay. From unprecedented social restrictions to rapidly changing economic and political landscapes, assessing risk has never been more difficult.

To help businesses take on the challenges of this uncertain world, internal audit (IA) functions need to transition to a digital-first approach that meets the needs of a hybrid work structure. But before they can do that, they need to find an approach that retains organisational trust as they evolve. As new technologies emerge it brings opportunity, but also presents more complex risks. Stakeholders need to feel secure whilst implementing much needed enhancements across their IA functions.

Here's how EY VIA can put the user first and deliver a customer-centric experience for corporate teams, positioning IA as a value-driven, user-focused service that helps your internal customers do what they need to do faster - and with more confidence.

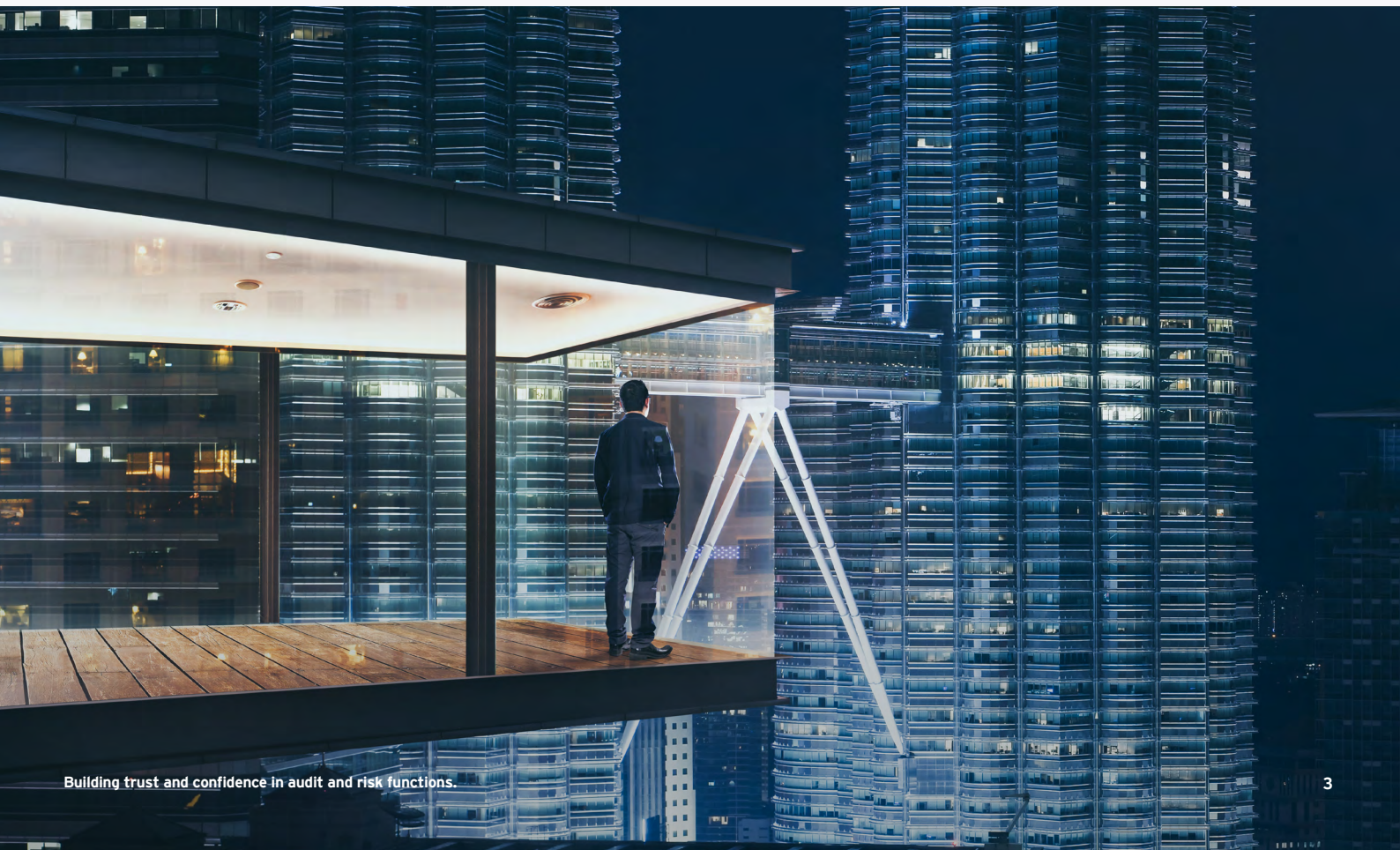


Thinking ahead

Learning from experience is one way to build trust across your organisation. But so is stopping future mistakes before they happen. Our understanding of risk needs to evolve with new technologies that make us more predictive and less reactive.

Risk needs to take quantifiable elements of each data set and use it to construct a seamless interface where decision makers can get the information they need quickly and in an easily digestible format. Gone are the days of skimming long reports - now digital experiences such as automated video reporting and animated executive summaries can bring management up to speed, no matter how busy their schedule.

With deep insight and experience, EY is positioned to guide IA teams towards a better way. One that's more effective, direct, and re-thinks IA and risk into a value-driven team that can benefit everyone.



Expectations have changed

The switch to hybrid working has transformed the way we all work. And that includes the way that IA needs to operate.

%
36
3

Data from the UK's Office of National Statistics reveals that 36% of all working adults worked from home at least once a week between 19 and 30 January 2022¹.



In professional services, the homeworking segment is even larger. With over a third of the workforce signing in remotely, large organisations have already adopted new systems and processes that have transformed the traditional location-based ways of working. Many businesses are hiring roles entirely remotely, meaning that their work is conducted entirely online without ever stepping foot in the office.

This provides new opportunities for IA and risk functions to build upon. No longer do auditors need to assess offline Excel documents and paper files: the work is already online and collaborative thanks to the

shift in working behaviours. The hard part is done, and the world has already embraced transformative technologies and systems with always-on API connectivity in record numbers. This provides an ideal platform to move forward with digital solutions that seamlessly connect existing remote services to give greater visibility to the IA and risk teams.

Rather than manually checking up on each individual process, stakeholders can see the data being entered in real-time, cutting down on catch-up meetings and moving away from stagnated and time-consuming admin work.

1 - James Probert, Office of National Statistics, Homeworking and spending during the coronavirus (COVID-19) pandemic, Great Britain: April 2020 to January 2022, published 14 February 2022, <https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/nomeworkingandspendingduringthecoronaviruscovid19pandemicgreatbritain/april2020tojanuary2022>

Getting the full picture

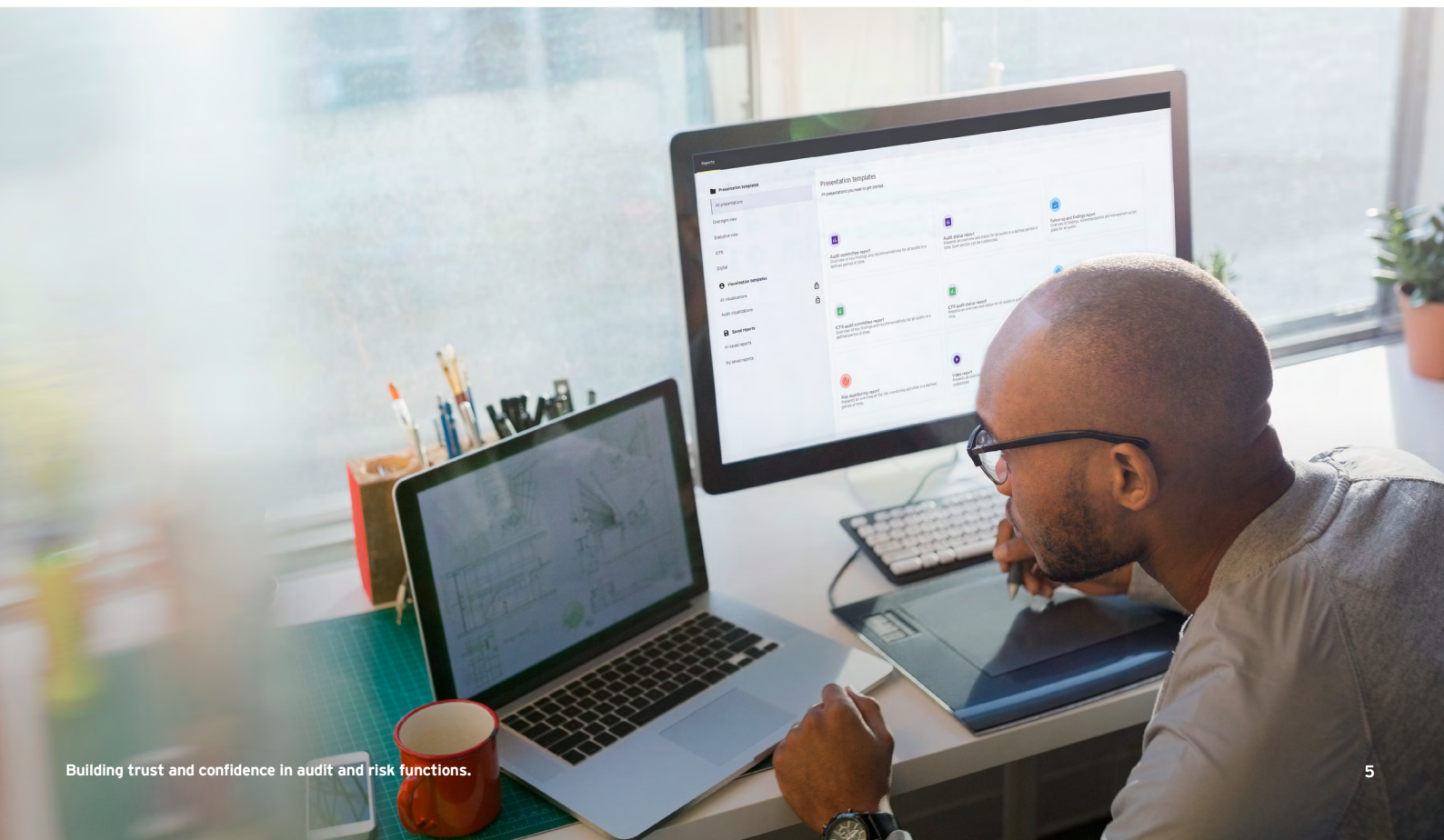
IA teams need a holistic view of the organisation's evolving risk landscape. All too often, the day-to-day activities that take place during each audit can get in the way of the overall outcome.

This not only hampers the efficiency of IA departments but creates a situation where inefficient and repetitive processes can damage the internal reputation of the team. For too long, IA teams have been seen as guardians of specific processes, which they must enforce across organisations as if they were a regulatory body. In a world of constant communications, repetition is a major problem, so a collaboration-first workflow is essential.

Looking into issues from the rear view mirror can cut into your organisation's bottom line and - more importantly - can frustrate stakeholders and create unnecessary friction between teams.

Teams need interesting and intellectually challenging work to remain an attractive proposition. To keep the best people on board, you need to continually provide career progression and professional challenges. Having platforms

that can automate time-consuming processes empower your valuable resources to focus on high-value analysis - giving your team new opportunities within your organisation.



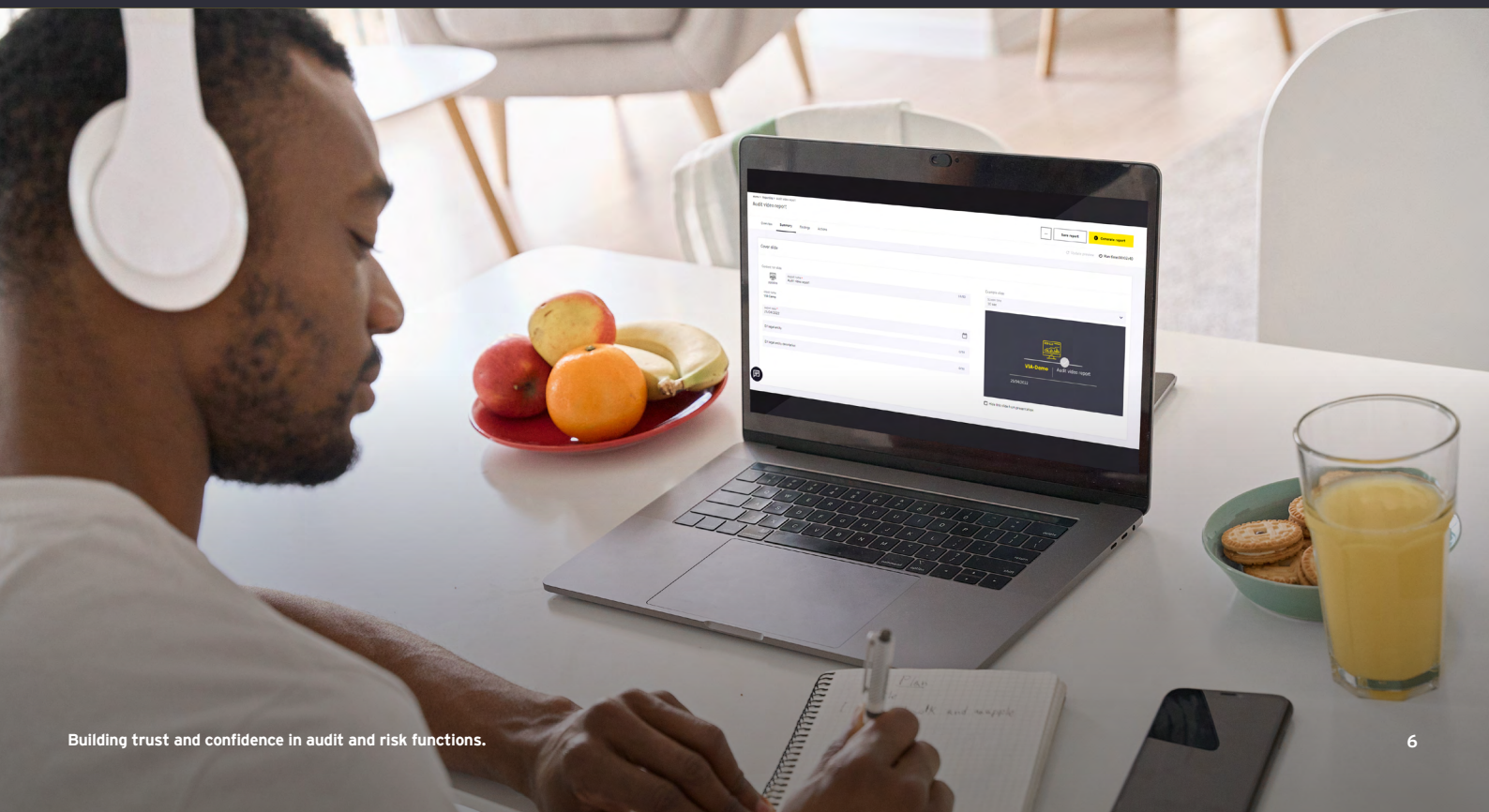
Discover what's possible with EY VIA

EY VIA silently detects control failures and transactional anomalies, predicting future risk events and scanning your ever-changing business environment.

Our platform gives you the speed and precision you need to keep your organisation safe and protected whilst also making operational improvements.

Intelligent risk management means you always learn from every project, helping you adapt and develop a competitive advantage as you grow. We've delivered a cohesive foundation that you can build upon, with a flexible and modular design that lets you incorporate emerging and disruptive technologies when you need them.

EY VIA brings together a new IA value proposition, methodology and governance that is enabled by technology.



The VIA Workflow

EY VIA delivers a detailed view that supports audit teams to monitor and identify issues in real time.

A precise and refined user experience not only prepares you for the challenges ahead but helps you to maintain positive relationships with your stakeholders. We've specifically designed EY VIA to meet the needs of IA and risk professionals, helping you to stay independent, and accommodating, whilst building up trust.

We know that evidence and objective information is important. That's why EY VIA operates as a single tool for vast coverage of an organisation across risk and audit process powered by advanced analytics with ready-to-use modules to provide a tailored experience. Better insight into the information that matters.



Evolve your operations

If you don't have the right data, there's no way for leadership to make the right decisions. Manual reporting can lead to human error, which can ultimately result in leaders steering the business in the wrong direction.

Standing still is not an option: the longer you leave it to transform your IA and risk, the more catching up you'll have to do.

EY VIA delivers a better framework to achieve higher levels of performance. Its flexible approach aligns with the organisation's existing methodology, which gives you the room to evolve whilst still retaining the unique aspects that make you a competitive business.



Automated auditing and reporting

Automated reports that can be personalised and tailored to the whole organisation, from business users to the Audit Committee. EY VIA can deliver reports in the format suited for the recipient - whether that's digital digests, videos, or a hard copy.

There's no one-time fix: it needs constant attention

We've built a reputation for being at the forefront of innovation. We develop new ways of thinking, developing long-term relationships based on insights and the ability to unlock hidden value.

EY VIA is not a fix: it's an intuitive digital platform allowing businesses to focus on real-time risks.

With a broad view across the organisation's audit estate. One where you can have confidence in our continued investment and support. The modular nature of EY VIA means the platform can adapt to suit your needs, providing you the flexibility to choose functionalities based on your organisation's needs. You'll have access to our deep insight to continuously refine processes and develop new ways of reports, so you're ready to take on any challenge that our unpredictable world throws your way.

We put people at the heart of our platforms. When people come first, it gives you the power to innovate and scale, and deliver the technology that matters, with the flexibility built-in to meet the needs of a rapidly-changing risk landscape.

Whilst speed is important, we've seen that companies who place human experiences at the heart of their functions create exponential value that lasts the test of time. They have true flexibility, which allows them to quickly pivot, better understand risk, and leverage technology to truly perform at their best.



Transform the perceptions of IA

Internal business functions need to unlock the same principles and features that have already revolutionised the consumer technology industry.

Internal business functions need to unlock the same principles and features that have already revolutionised the consumer technology industry. By taking inspiration from the ever-growing selection of consumer-focused interfaces, business software can finally deliver the same ease of use that people have become used to in a range of B2C apps: from ride-hailing, to e-commerce and food delivery, to online banking. With EY VIA, organisations can incorporate these same user interface principles into their workflow to put the user

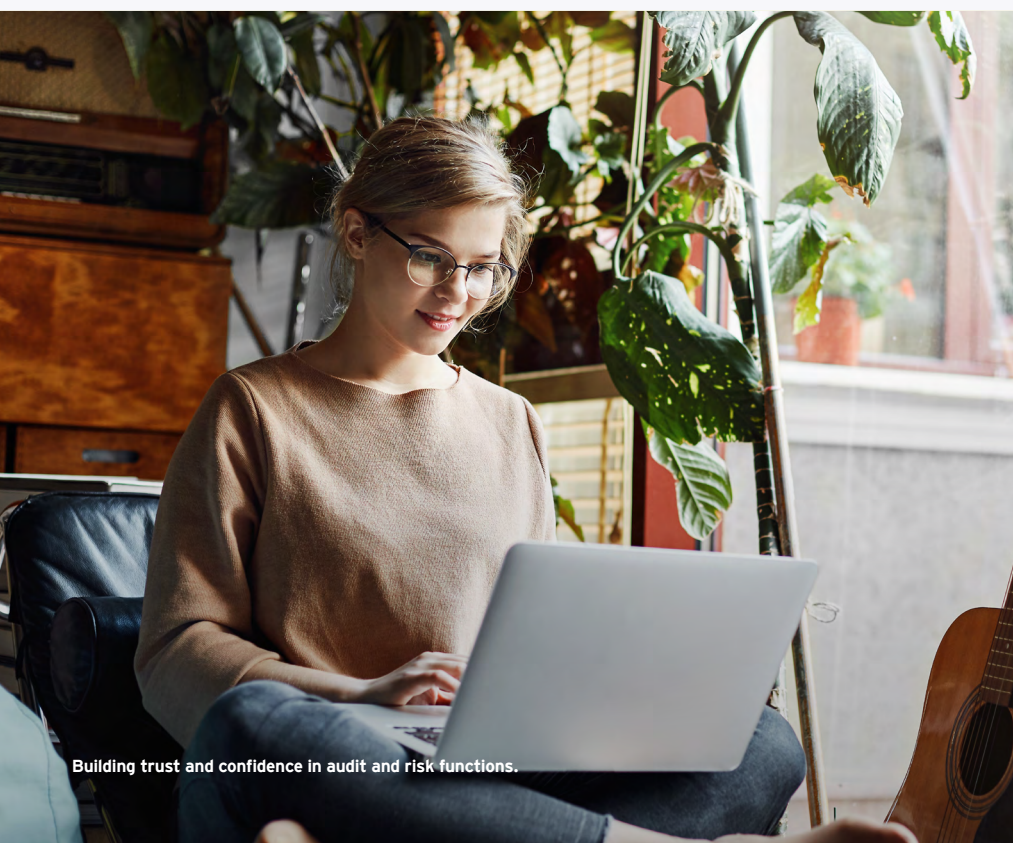
at the heart of the experience and make IA easier to navigate than ever before.

In every facet of our personal lives, technology has embedded itself in a way that delivers genuine value to the user, from smartphone applications to software as a service. The transformation in the last two decades has seen entire multi-billion-dollar industries grow from simple ideas that make day-to-day processes easier. From short-term rentals to ridesharing and taxi journeys, to applications that deliver food to your home

in mere minutes, the consumer technology market shows how adopting a value-driven and user-focused approach can spark new opportunities and build trust with stakeholders and customers alike.

So, how can this be applied to your internal business customers? Your stakeholders get reports faster. They receive better information faster. And what's more, they receive it in a way that gets the key information across and doesn't slow them down.

Real-time engagement significantly boosts the brand of IA and risk teams, positioning them as much more of a helpful partner than a regulatory body that needs to be appeased. Significantly improved data management means that your stakeholders are asked important questions once and from just one source. Once it's stored, you can start moving forwards, rather than getting lost in the crosstalk between silos.



Start building a more open culture

We know that your culture is important to you. You may have already invested in platforms, systems, and ways of working as part of your wider transformation. Any next step should build upon this, whilst still pushing you forward.

What you need is people-first evolution of your unique culture that builds upon what came before. With EY VIA, you keep what already works for you, but simply change the dynamic from a desktop exercise to an engagement exercise. It integrates with your existing technologies from various providers, and gives you a more effective way to coordinate those processes from a single interface.

Use automation to remove complexity across your IA teams by shifting repetitive, manual tasks away from humans and onto machines. Reduce what previously took weeks into a task that only takes a few minutes, thanks to smarter technology that cuts down on the amount of human intervention required throughout the process. Cut down on the static between your teams - and your existing solutions - to build a better way of doing things that frees up your team to think more strategically, and less reactively.

Connecting VIA with systems like your enterprise resource planning (ERP) software supports you to continuously monitor risk in real-time, providing you with a detailed view of risk.



Step into the future of internal auditing

EY VIA is designed to transform the way we deliver services today.

We've drawn on our experience as a global leader to eliminate the complexities whilst providing a streamlined, real-time experience to deliver audit services for your organisation.

With EY VIA, you can have greater levels of confidence in the processes, with innovative automated video and digital reporting options. You can build on lessons learned as you complete projects, as your experience is captured and incorporated back into the platform.

Maintain confidence by taking the best of what you've delivered so far and combining it with predictions and insights that mitigate disruptions before they happen, integrating them into your risk and assurance outlook.

Want to learn more? Why not read more about EY VIA and see how the solution can work for you.

Discover the power of EY VIA now.



EY | Building a better working world

EY exists to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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