

# How did jComply help Central Markets resolve document management & compliance issues?



## CENTRAL MARKETS:

Central Markets (London) Ltd. is an independent and privately owned boutique stockbroker, based in the heart of the City of London.

Central Markets offer traditional stockbroking services to their clients from advising on buying and selling of individual stocks, to trading the market through CFDs and Spreadbetting. Clients are able to benefit from a full advisory service to an efficient execution only service, depending on the needs of the client.

Visit [www.centralmarkets.co.uk](http://www.centralmarkets.co.uk) for more information on Central Markets.

## The Challenge:

Central Markets is authorised and regulated by the Financial Services Authority (FSA). Being a brokerage house Central Markets is required to follow and implement a number of policies and procedures effecting its external and internal operations. Whilst Central Markets had processes in place to try and support management with FSA regulations these were supported by a mixture of traditional paper based policies and word files and manual input into spreadsheets to provide reporting.

Use was made of email notification but again this was supported by a manual input from an individual supported by diary reminders. Managers had no cohesive system through which the process happened automatically and without duplication of information input. Clearly this was wasting time and money with efforts to clearly demonstrate compliance and its supporting processes. Another important challenge faced was document version control; every time a document was edited the user had to manually rename the file to keep track of the document version. There was no fool proof way to know which document version was the latest. Similar issues existed with brokers' appraisals, it was important to keep track of not only the changes made in the document but also track the person making those changes.

## The Solution:

jComply is a complete policies and procedures management system, designed to help educate employees and implement compliance effectively within an organisation. With jComply, Central Markets is able to successfully launch policies within their organisation as well as ensure that all their employees are trained and educated on the policies relevant to the working of their respective departments.

*"Tabaq Software were fully involved from the start. They were great in working alongside our team to test, plan and design the compliance processes."*  
*Altan Ali, Director at Central Markets*

In addition, the document management feature within jComply allows Central Markets to attach all relevant supporting documentation to the relevant policies ensuring that such information is up to date, accurate and compliant. Version control ensures that every time a change is made in a document it is version controlled and that the latest version is available for use without going through a number of files to determine which is the latest.

The inbuilt workflow feature also enables the company to control and run accurate distribution of documents to internal employees and external clients in a timely manner, and as this is all achieved within jComply, all the activities are supported by accurate traceability thus supporting the compliance process in full.

Utilising further the inbuilt features of jComply, Central Markets can extend its use to include the dissemination of board minutes, once again using the workflow and review features to support this activity. Reports can be generated on different levels and distributed electronically to the concerned managers.

## **The Result:**

Since Central Markets has implemented jComply they have been successful in implementing relevant policies and procedures throughout their organisation. jComply makes it possible for them to distribute and train their employees on all the regulations that effects their operations thus creating a strong proof of compliance for Central Markets.

Central Markets no longer needs to waste valuable time and cost on photocopies and manual version control. jComply does everything from distributing the policies, training and testing the employees, version control and creating and distributing reports to the management.

Jeni Clarke, HR manager at Central Markets has suggested that once all corporate governance policies have been added to the system her intention is to use jComply for all the other company based procedures such as Health and Safety, Information Security and Corporate Governance reporting.

## About Tabaq Software:

Tabaq Software specialises in designing and developing enterprise compliance solutions for the heavily regulated sectors such as finance and banking, healthcare, pharmaceuticals, airlines, etc.

Our solutions not only help our customers mitigate the compliance risk but also help them in developing a strong compliance and corporate governance culture through training and educating their employees on the relevant policies and procedures.

Implementing jComply, our policy and procedure management system can support you in achieving compliance with standards such as Treating Customers Fairly (TCF), Anti-Money Laundering, Sarbanes-Oxley, Basel II, Core Standards of Information and Clinical governance and more.

## About jComply:

jComply is an application that provides a facility to introduce policies and procedures into a company. The system ensures that all such policies are circulated to the relevant senior officers for approval and publication and then provides a web based interface to fully train and test users of such policy.

Once tested the application produces reports and statistics to illustrate a company's success to comply with the stated policies and procedures and has fully trained and competent staff to do so.

jComply is built on JEE technology and thus is one of the only purpose built web-based applications of its kind.

jComply has additional modules to support the process of compliance such as a mobile module for supporting field workers, a risk assessment module and a forms module.

jComply is not restricted to any particular set of policies and is used by clients for supporting FSA regulations, Information Security, Environmental Issues, ISO 9000, Health and Safety and Investors in People.



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