The Challenge
When Mark Hutchinson arrived at Langley Federal Credit Union in 2020 to redesign the enterprise risk management (ERM) program, there was no formal system for findings management—and it was problematic.

“There was not a comprehensive system to log, track remediation, and report findings—regardless of where they originated,” Hutchinson recalls. Following up would involve time-consuming conversations.

“People don’t realize the opportunity costs of talking and constant conversations.”

The Solution
Today Langley FCU has a streamlined findings management process thanks to Ncontracts’ Nfindings, an automated findings management solution that provides real-time insights into exam and audit findings.

“One of the big keys to rebuilding an ERM program—in addition to risk—is software you can use for issue management. That’s what Nfindings does for me. We got where we are because of that,” Hutchinson says. “There is no way I could have built anything without software. It’d be impossible to bring it together in Excel and have it be somewhat decent of a program.”

Nfindings allows Langley to document issues, assign tasks and monitor their progress, and analyze the results. Real-time reporting makes it easy to share key information with regulators, the board, and the C-suite.

“It’s my favorite piece of the Ncontracts suite.”
The Results

Eliminated scramble to gather findings data. “Now I can give them all a report. Here we are, here is the status. That's huge.”

Easily demonstrate findings remediation process to regulators. “We have a way to follow up and document all the actions taken—things regulators love.”

Insight into where processes break down. “It’s turned into an issue management program. When we find control failures, breakdowns or gaps, we start the issue management process.”

Ability to remediate self-identified issues. “Nfindings is not just for findings from exams and audits. We’re starting to use it for self-identified issues.”

If a regulator calls out problem, you have to show the progression of what you did and your thought process. We couldn’t do that without Nfindings.

– Mark Hutchinson, Langley FCU VP of ERM and Internal Audit