

CASE STUDY

Need Help Navigating the Nacha Operating Rules? Who Better to Call than Nacha Consulting

The Nacha Operating Rules get changed several times a year on average. The challenge of keeping up led a potential client to Azimuth GRC—and then Azimuth GRC to Nacha Consulting to help build a new offering to meet that need.

“We’re a regulatory technology company helping organizations to comply with federal and state laws and regulations, and guidelines and operating rules such as Nacha’s,” said Rohin Tagra, Azimuth GRC founder and CEO. His business is anything but stagnant.

“The laws and rules change quite frequently, because the world is changing, and the laws or rules are changing to meet those needs. That can create a challenge to update your operations. Half the battle is knowing about them, and then the other is implementing the changes to comply with them,” said Tagra.

Such was the case with a potential bank client that was interested in the Azimuth GRC platform.

“But they also had a challenge in managing the Nacha Rules in their environment, across multiple departments. They wanted to see if there was software that could help them,” Tagra explained. “We had the platform and the workflow to do those components; the part that we were missing were the Nacha Operating Rules.”

To develop the product, Azimuth GRC realized it needed expert help in translating the Nacha Operating Rules into what Tagra calls “plain business language,” and then “create a checklist of what you have to do.”

“That’s why we partnered with the Nacha Consulting team for the Nacha expertise on the rules and guidelines. Who better to translate those or define those operational requirements to help us build the product?” said Tagra.

“Nacha Consulting came in and defined operational requirements for the rules and mapped them into categories like ‘this applies to an ODFI or RDFI,’” he said. Azimuth’s client then maps those processes to the responsible departments, of which several could be responsible for different items on the checklist.

“Each group will be able to identify which of those requirements they do, and then how they do that in terms of using their policy, their procedure, or whether it’s a system control that does that.”

When there’s a new rule for ACH, or the Nacha Rules change, Azimuth GRC lets its client know specifically what component or section of the rule changed.

“We know exactly which requirements need to be reviewed to be updated, and then those requirements are mapped to departments and down to the controls,” said Tagra.

“Our clients’ impact assessment is automated, because once we’ve done that mapping, you know what requirement the rule change impacts. That requirement is mapped to the correct departments and controls. You know you need to evaluate or update those controls to stay in compliance. And so, it’s not just the controls—you’re updating your operations.”

Tagra said working with Nacha Consulting was “fantastic” and he praised team leader Samantha Carrier and team member Kerry Sellen, who led the Azimuth GRC project. “She identified things that we hadn’t thought about,” said Tagra.

“We loved the experience and I think it would be great to continue. If we have another project that requires deep ACH expertise, we’ll definitely be calling Nacha Consulting.”



Rohin Tagra, Founder and CEO,
Azimuth GRC



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