CASE STUDY

TIAA Evolves Enterprise Risk Management with Archer® Through Consolidation, Simplification, and AI Innovation

TIAA, one of America's leading financial services organizations serving the academic, research, medical, and cultural communities, has transformed its approach to governance, risk, and compliance working with Archer. Since implementing Archer in 2012, TIAA has progressed from meeting baseline regulatory requirements to enabling AI-powered risk intelligence that informs executive decision-making. Through strategic consolidation, purposeful simplification, and the adoption of advanced capabilities, TIAA's GRC team has positioned the organization at the forefront of risk management innovation in financial services.

From Regulatory Compliance to Strategic Risk Intelligence

TIAA's Archer journey mirrors the maturation of enterprise risk management. The company's program has evolved from "meeting requirements" to "staying ahead with actionable insight." Archer has been central to this shift, supporting a move from compliance-focused activity to insight-driven risk management that guides business decisions. In 2012, the company's goal was to stand up core systems and satisfy regulatory obligations. Today, the emphasis is on anticipating change, generating insight, and maintaining a competitive edge. This evolution reflects a fundamental change in how TIAA views GRC: not as a regulatory burden, but as a strategic capability.

TIAA

Customer Profile

- **Company:** TIAA (Teachers Insurance and Annuity Association of America)
- **Headquarters:** New York, New York
- **Founded:** 1918
- **Employees:** ~16,533
- **Industry:** Financial Services
- **Market focus:** Retirement services for academic, research, medical, and cultural communities
- **Archer implementation:** Since 2012

The Power of Consolidation and Centralization

At the heart of TIAA's Archer strategy is the consolidation of multiple oversight functions and risk programs into a unified platform.

"Archer brings diverse programs and teams into one environment," says Jason Shearin, Managing Director of Non-Financial Risk Data and Analytics for TIAA. "That central view lets us present a consistent, holistic picture of risk and compliance across the firm. It also drives tangible efficiency, reduces redundancy and streamlines daily work. Archer serves as a single, reliable source of data that I can use to generate executive-level reports, ensuring leadership sees an accurate view of our risk posture."

Management by Fact: KRIs and Executive Insights

TIAA leverages Archer to move from intuition-based decisions to evidence-based leadership.

- **Key risk indicators (KRIs):** "Archer gives us a consistent way to define, monitor, and communicate KRIs," Shearin explains. "Complex information is distilled into clear metrics executives can act on."
- **Strategic Resource Allocation:** With a common set of indicators, leaders can focus attention where risk is emerging and confirm where controls are operating effectively.
- **Evidence-Based Leadership:** "It is about managing by fact rather than instinct," Shearin adds. "Archer turns qualitative assessments into quantifiable insight."

Game-Changer: Adoption of Archer Evolv™ Compliance

A significant recent advance is the adoption of Archer Evolv Compliance, which transformed how TIAA processes regulatory intelligence.

"Archer Evolv Compliance has been a game changer," said Alaina Lawson, Governance and Risk Systems Senior Manager for TIAA. "It filters an enormous volume of updates and elevates what matters most. It surfaces the most relevant regulatory updates, turning overload into clear, actionable insight. This capability improves speed and accuracy in regulatory monitoring, strengthening our responsiveness. We now see critical developments sooner and act on them faster than manual methods would allow."

> **"Archer helps us tell the story of risk with data, turning subjective discussion into measurable intelligence."**
>
> *- Jason Shearin, Managing Director, Non-Financial Risk Data and Analytics*

The Gravity of Integration: Bringing Systems Back to Archer

TIAA has repeatedly seen that tools moved away from Archer often return because integration delivers greater value than isolated optimization. This gravitational pull toward Archer as the central platform demonstrates the benefits of integrated risk data over point solutions. Using Archer Evolv Compliance, TIAA has extended this integrated approach to regulatory intelligence and workflows.

"Archer is the connective tissue of our GRC ecosystem," Lawson notes. "Cross-references and linked data provide a complete picture in one place, which leads to better decisions."

Key Success Factors and Lessons Learned

TIAA's long-term journey with Archer offers practical guidance for organizations advancing their GRC maturity:

- **Start with requirements, not just capabilities:** Anchor design in business needs to ensure relevance and maintainability.
- **Respect out-of-the-box design:** Standard configurations reflect best practices; customize only when it clearly adds value.
- **Design for data flow:** Connect applications to improve both operations and reporting clarity.
- **Guide users through configuration:** Smart rules and required fields raise data quality and ease adoption.
- **Consolidation creates value:** Centralizing programs deliversdeeper insight and efficiency.
- **AI amplifies expertise:** Use AI to process volume and surface signals, enabling faster, better decisions.

A Model for Financial Services Risk Management

TIAA's evolution with Archer shows how financial institutions can mature risk management over time: from regulatory compliance to strategic intelligence, from siloed programs to integrated platforms, and from manual oversight to AI-supported insight.

By simplifying where appropriate, consolidating to strengthen visibility, and adopting capabilities that deliver clear value, TIAA has built a resilient foundation for governance and growth. Its partnership with Archer, now in its second decade, positions the organization to remain at the leading edge of risk management as the industry continues to evolve.

About Archer

For more than 20 years, Archer has pioneered holistic governance, risk and compliance (GRC) solutions that empower enterprise organizations to more effectively manage risk, ensure compliance, and address emerging challenges. Leveraging advanced technology like artificial intelligence (AI) and risk quantification, Archer's broad range of solutions and services provide our clients with a clear understanding of risk that drives strategic decision-making and operational resilience.

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