CASE STUDY 02

One Workspace. Three Regulators. Audit-Ready Always.

How a Philippine financial services network with 3,000+ locations consolidated 100+ projects a year into one ClickUp Workspace.

ABOUT THE CLIENT (ANONYMIZED — STRICT NDA)

INDUSTRY	Multi-product financial services — remittance, FX, lending, microinsurance, bills payment, agency banking
COUNTRY	Philippines
FOOTPRINT	3,000+ retail and agency locations nationwide
EMPLOYEES	1,000+
ACTIVE PROJECTS	100+ enterprise initiatives every year
REGULATORS	Bangko Sentral ng Pilipinas (BSP), Insurance Commission (IC), Anti-Money Laundering Council (AMLC)
USE CASE	Project consolidation across all product lines on ClickUp + BEACON

3,000+	1,000+	100+	3
RETAIL & AGENCY LOCATIONS	EMPLOYEES	INITIATIVES PER YEAR	INDEPENDENT REGULATORS

THE STORY

Three regulators. Five product lines. 3,000+ retail locations. 100+ enterprise projects every year. And one shared problem: every time BSP, the Insurance Commission, or AMLC walked in for an examination, the team scrambled. Project records were spread across spreadsheets, online forms, and decks — each business unit reporting in its own format. Compliance evidence was reconstructed retrospectively, after the audit had already started. In an industry where being ready is the job, the institution was always one step behind. Digibeacon brought every product line into a single ClickUp Workspace under BEACON. Today, audit evidence is a query, not a project.

BEFORE CLICKUP

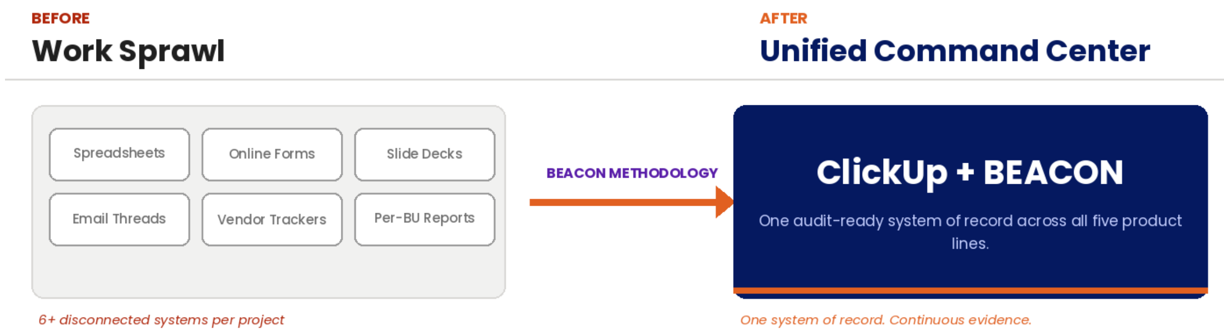
This Philippine non-bank financial services provider sits at the crossroads of payments, lending, and insurance — three businesses, three regulators, three different evidentiary standards. Bangko Sentral ng Pilipinas (BSP) supervises the banking and payments side. The Insurance Commission (IC) examines microinsurance. The Anti-Money Laundering Council (AMLC) has its own lens on every transaction touching the financial system. Add a 3,000+ retail and agency footprint, 100+ enterprise projects per year covering product launches, network expansion, technology upgrades, partner onboarding, and AML process improvements — and the regulatory load alone could fill a department.

The PMO had the credentials and the discipline. What it didn't have was infrastructure that matched the regulatory environment. Project artifacts were spread across spreadsheets and decks. Intake came in through whatever channel happened to be open that day — email, online form, branch escalation. Vendor and partner detail lived in inboxes. And every time a regulator scheduled an examination, audit evidence was assembled by hand, often after the fact. In a regulated multi-product environment, that's not just inefficient. That's a posture risk that compounds with every cycle.

THREE REGULATORS, THREE DIFFERENT VERSIONS OF THE SAME STORY.

BSP, the Insurance Commission, and AMLC each came in expecting the same evidence in different formats. The institution had no consistent way to give it to them. Here's what each examination revealed:

Where	What It Looked Like	What Was Missing
Project Tools	Spreadsheets, forms, decks — different per project	No single source of truth
Cross-Product View	Each business unit reports in its own format	No portfolio-level view
Audit Evidence	Pulled together when BSP, IC, or AMLC came knocking	No always-on documentation trail
Intake	New projects surface through whatever channel is open	No standard request workflow
Vendors & Partners	Tracked in email + parallel spreadsheets	No vendor system of record
Status Reporting	Decks assembled by hand every cycle, every BU	No live cross-product Dashboard



WHAT WAS AT STAKE

1. **Three audits, three contradictions.** BSP, the Insurance Commission, and AMLC each examine on different cycles and ask for evidence differently. When the answers don't match across regulators — even slightly — that inconsistency becomes its own finding. And findings from one regulator increase scrutiny from the others.
2. **The wallet players ship faster.** Digital wallets and embedded finance providers are reshaping remittance, FX, and agency banking. Manual project orchestration is the slowest part of every launch — the part that disqualifies the institution from competing on speed at all.
3. **AML evidence won't survive scrutiny.** Project work touching KYC tooling, customer onboarding, and transaction monitoring needs decisions, approvals, and timestamps that hold up under examination. Spreadsheet-tracked approval chains don't. AMLC findings on documentation gaps cascade into operational restrictions.
4. **3,000+ rollouts, all slightly different.** Adding or upgrading agency locations needs the same multi-step process executed identically every time. Spreadsheet-based tracking creates 3,000+ different rollouts — and the inconsistency surfaces as customer experience defects, partner complaints, and compliance gaps in the same week.
5. **Product lines compete with each other.** Without a portfolio view, parallel initiatives across remittance, lending, and insurance duplicate work, fight for the same scarce engineering and compliance resources, and occasionally cancel each other out. Strategy becomes a coordination problem the institution loses to itself.

HOW WE GOT THEM THERE — BEACON IN SIX PHASES

BEACON is our six-phase methodology for ClickUp implementations. It's the framework that makes the change stick after the platform is live.

BLUEPRINT	ENGINEER	ACTIVATE	CALIBRATE	OPTIMIZE	NURTURE
Mapped 8 project archetypes across remittance, FX, lending, microinsurance, and bills payment — each tagged with its regulator (BSP, IC, AMLC).	Configured the ClickUp Workspace with three regulator-aligned documentation Templates baked into every new project from intake.	Migrated 100+ in-flight projects in 5 product-line waves, sequenced so regulators were never blind to in-progress work.	Stood up three executive Dashboards — by regulator, by product line, by exec sponsor — each with audit-evidence drill-down.	Automated cross-product reporting cycles aligned to BSP, IC, and AMLC examination calendars — supervisors answered the same week they ask.	Established the Center of Excellence with one CoE seat each for banking, insurance, and AML compliance.

INVESTMENT RATIONALE — THREE PILLARS

I

Regulatory Defensibility

Convert examination response from a documentation scramble into a system query, across three regulators.

II

Time-To-Market Acceleration

Compress project cycle times in a market where digital wallets and embedded finance are gaining ground.

III

Operating Leverage

Absorb a higher project volume without proportional growth in PMO headcount.

WHAT CHANGED

- All five product lines now run on one project record. The previous practice of each business unit maintaining its own version of the same artifact is over.
- Audit evidence for BSP, IC, and AMLC is now generated as a byproduct of normal project work — not assembled retrospectively when an examination is scheduled.
- Three live Dashboards now replace the quarterly examination prep ritual: one by regulator, one by product, one by executive sponsor — built once, refreshed in real time.
- Standard intake closed every off-system channel. 100+ projects per year now log, scope, and route through one workflow — every initiative auditable from day one.
- Cross-product visibility ended duplicate-vendor and duplicate-capability spending across business units — a coordination cost the institution had been paying without measuring.
- The PMO redirected its capacity from artifact assembly to governance and proactive risk management — the function the regulators actually want them to perform.

"For a regulated multi-product business, the question isn't whether to consolidate.

It's how quickly you can get there."

Great platforms don't transform organizations. The work people do with them does.

Digibeacon is the team that does that work alongside you.

DIGIBEACON
ClickUp Diamond Solutions Partner

Talk to us about your transformation.

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SCAN ME