

A GLOBAL LIFE SCIENCES COMPANY IMPLEMENTS ADAPTIVEGRC SOLUTION SUITE FOR VARIOUS GRC SERVICES

INDUSTRY

Life Sciences

REGION

North America

SOLUTION

- Compliance Objectives Framework
- Vendor Management
- Data Privacy Management
- Security Testing Results Management
- Anti-Corruption Assessments
- Quality Management
- SOX Management
- Risk Management

KEY BENEFITS

- Simplification of processes
- Increased operational efficiency of GRC activities
- Lower operational impact
- Decreased system operation costs
- Vastly improved metrics
- Faster system speeds
- Improved collaboration capabilities
- Better cross-department information sharing
- Integration with other high value data sources

COMPANY PROFILE

The customer is a global Life Sciences company operating in over 50 international markets. With \$5bn annual turnover it has more than 4000 employees.

CHALLENGES

The customer was separating out (divesting) from a Fortune 50 organization with a need to install and implement a solution across a wide range of GRC activities:

- Compliance Objectives Framework,
- Vendor Management,
- Data Privacy Management,
- Security Testing Results,
- Anti-Corruption,
- Quality Management (Actions, Deviations, Events),
- Risk Management (Technology, Enterprise).

There were many good legacy best practice processes but no licenses for legacy solutions. Legacy processes were performed across 6 different systems and there were also many spreadsheet based processes. Legacy data was disparate and hard to use for executive reporting.

SOLUTION & APPROACH

AdaptiveGRC solution suite was selected and implemented to meet GRC requirements and needs mentioned above.

First, executive sponsorship was ensured, the intended path was socialized and the right representative team was put together. Next step was to distill the objectives (activities and metrics) and identify the organizations priority order for releasing and operationalizing their GRC activities. Then the required benefits were captured and kept at the heart of each stage.

Having all of the above in place, a 'vanilla' AdaptiveGRC system was provided – with all the components set-up in COTS (out of the box) configuration, ready to customize and configure.

The next phase was setting up the central GRC engineering pillars by distilling the primary GRC engineering correlation points, such as:

- a. Governance Factors - the primary regulations, standards and guidelines used by the organization to drive their GRC activities and executive reporting. In this case including Information Security (ISO27001), Data Privacy, SOX, PCI DSS, FDA regulations and more.
- b. Process Streams - process scenarios that the company usually uses to check on compliance status.

Then we configured the GRC engineering pillars in the AdaptiveGRC application for universal use across the system.

'So far, the Risk Management & Compliance group has already set-up the initial baseline of compliance control requirements, implemented a Vendor Compliance Assessment Service (VCAS) and several other services. We are also supporting Legal & Procurement in the delivery of FCPA and due diligence through the same platform, reducing the number of systems, lowering costs and improving the visibility of compliance status information.'

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A stepped approach was taken to each delivery:

1. Analyze, understand and leverage legacy best practices
2. Ensure any unmet needs and challenges are captured
3. Design configuration for the activity using GRC engineering pillars while continuing best practices and meeting the previously unmet needs
4. Verify and socialize plans with all primary stakeholders
5. Modify and adjust based on feedback
6. Configure
7. Train pilot users
8. Deliver to testing
9. Address any improvement items
10. Deploy pilot
11. Address any improvement items
12. Full operational use of the GRC activity

As each process was deployed, we ensured that all high value information sharing opportunities are leveraged. As an example: for data privacy details about what internal and external service providers 'touch' the system was captured. This information is correlated in the process against the provider record, so as well as being able to review suppliers for each system, it is also possible to look at what systems each provider is involved with.

During the step-based implementation process of three AdaptiveGRC modules (Compliance Manager, EA Manager, Quality Manager) the following GRC functions were delivered: Compliance Requirements Framework, Vendor Risk Profiling, Application Risk Profiling, Vendor Compliance Assessments, Privacy Change Reporting, Security Testing Results Management, Anti-Corruption Assessments, Quality Management (Events, Findings, CAPAs, Deviations).

OUTCOME

- Vastly improved metrics and earlier identification of issues and risks - now analyzable across the enterprise and in real time
- Decreased system operation costs
 - a. Savings of millions of dollars compared to global licenses for multiple legacy systems
 - b. Zero installation footprint (operates via browser)
 - c. No internal infrastructure requirement (cloud hosted)
- Simplification of processes
 - a. Single processes are now better automated and able to cover M4L4M (More For Less For More)
 - b. Process duplications and overlaps are eliminated
- Increased operational efficiency of GRC activities and lower operational impact
 - a. Processes take staff less time (both GRC staff and operational personnel)
 - b. Frees up to focus on higher value tasks
 - c. Improves focus on continuous improvement
- Faster system speeds - no data latency (everything is immediately available)
- Improved collaboration capabilities and better cross-department information sharing
 - a. Information is no longer trapped in pockets
 - b. Staff are overjoyed at getting better visibility of status
 - c. Inputted data is available for instant collaboration across the enterprise
- Integration with other high value data sources (e.g. CMDB, Active Directory, Attack & Penetration)

NEXT STEPS

AdaptiveGRC proved its power, capabilities and flexibility and now is planned to be a global solution for further business processes in customer's organization. Next services to focus on and deliver are: Enterprise Risk Management module, Audit Management module and SOX Management module.

ABOUT AdaptiveGRC

We are an established technology and support service provider with solutions live in over 50 different countries around the world.

Our unique AdaptiveGRC product helps organizations to transform their governance, risk management and compliance activities. Clients tell us we are the only company that demonstrates successfully joined-up enterprise GRC processes across multiple regulations. This provides incredibly powerful management metrics straight out of the box, including instant GRC status reporting, offering many user-selected variables to provide the specific report required. A further benefit of the toolset is an optional set of baseline controls, which makes it possible to get the system operational in a matter of days.