

# Governance, Risk Management & Compliance

**A comprehensive, enterprise-level GRC solution**



*Well-developed GRC programs do more than mitigate risk; they help maximize company performance*

**Forrester Research Inc.**

## **Is your GRC a messy endeavor?**

Most astute businesses know that poor governance, risk and compliance (GRC) practices can impact negatively on a business by way of regulatory fines for violations, damage to public image and loss of shareholder confidence – and they are under mounting pressure to strengthen accountability, demonstrate ethical practices and face changing legislation head on.

However, the various functions and processes involved in GRC are often coordinated by multiple, disparate groups within a business, which can lead to:

- Excessive costs of GRC programs that are disruptive to business users and compliance teams, often involving unnecessary travel and external audit teams.
- Lack of a common approach to GRC that can result in inconsistent assessment of risk.
- Limited and untimely view of risk at enterprise level that can result in risk assessment decisions being based on perceptions rather than hard data.

**People matter, results count.**



**Our GRC offering includes the following core functions and services:**

- Identification and mapping of risks associated with business processes
- Control library
- Unified control framework
- Continuous transaction monitoring
- Continuous controls monitoring
- Conducting audits through designing and operating effectiveness assessments
- Application access management
- Segregation of duties/toxic combinations analysis solutions
- Fraud risk assessment
- Cyber security assessments
- Data privacy assessment
- Compliance management support
- Implementation and maintenance of GRC tools

While these measures tend to be purely reactive, businesses lack the agility to respond to changing regulations, and the vision of true Enterprise Risk Management – a consistent, timely and uniform view of risk and controls, as well as agility in the cross-function response to regulatory changes – is seldom realized.

A strong GRC framework that delivers a holistic view of risk is a fundamental necessity for businesses to mitigate these issues effectively.

**An integrated and centralized approach to your GRC**

Your business can benefit from a comprehensive, platform-based, enterprise-level set of GRC services that monitor risk and controls continuously in real time across your entire organization – providing your stakeholders with a consistent set of reports that demonstrate the performance of controls in each functional area.

Our highly skilled and experienced GRC teams are equipped with cutting-edge technology, a unified risk management approach, and project- and process- based services that can transform your GRC processes to deliver measurable business outcomes aligned to your executive agenda.

Our GRC solution can deliver real value to your business in the form of:

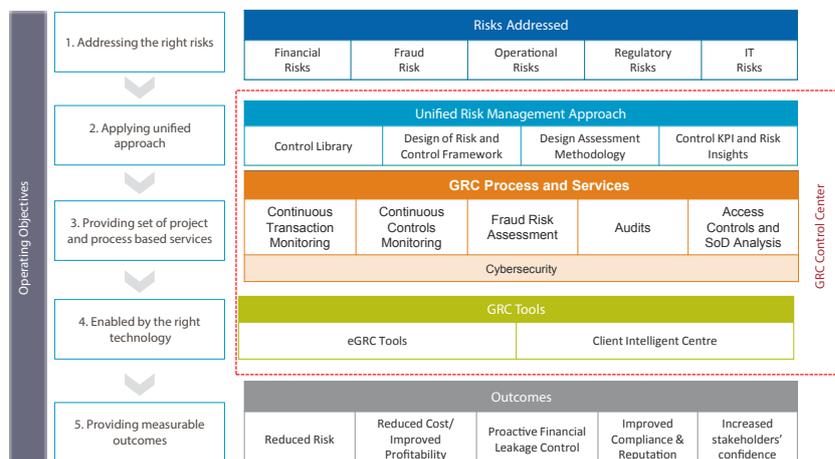
- **Reduced risk** – identify, address and reduce enterprise-wide risks by implementing controls to increase the overall level of your compliance and control.
- **Reduced cost** – replace multiple country level audits with fewer centralized offshore audits and manage your compliance from a centralized offshore location.
- **Enhanced efficiency** – automate your control testing to reduce the number of controls, standardize processes and increase the productivity of your operations and IT teams.
- **Enhanced reputation** – enhance your reputation by adhering to compliance activities.
- **Increased focus on business outcomes** – minimize financial leakages and identify exceptions and errors on a near real- time basis, while increasing profitability and improving compliance through regular audit and control monitoring activities.



*Building a strategy is, of course, more than a way to improve your governance, risk, and compliance functions – it’s a way to help ensure that the entire organization meets its goals and objectives.*

**Forrester Research Inc.**

**Capgemini GRC solutions take a holistic approach to Enterprise Risk Management**



## End-to-end visibility of your organizational health

At the heart of our GRC services are continuous monitoring capabilities that visualize the outcomes and deliver a snapshot of your key performance indicators, and the results of tests or audits performed. This ensures that your business minimizes risk exposure from legislative and industry regulations, fraud and cyber -attacks.

With no “one size fits all” solution that addresses every business and challenge, we have developed a portfolio of services to overcome the exact issues that could impact your business.



**Controls library** – provides a collection of controls made up of various compliance requirements and organization policies with appropriate mapping.



**Unified control framework** – provides a single set of unique controls that eliminate your redundant controls by mapping similar controls from various compliance requirements.



**Continuous transaction monitoring (CTM)** – identifies exceptions, including deviations from process or policy errors, on an almost real-time basis, using technology as a key driver to analyze and monitor your key transactions.



**Continuous controls monitoring (CCM)** – performs a near real-time review of your controls, using an integrated set of processes and techniques enabled by technology, on a periodic basis.



**Fraud risk assessment (FRA)** – identifies and assesses your fraud risks and their potential impact, as well as identifying and recommending mitigating controls.



**Audit** – assesses design and operating effectiveness of your business and IT process controls, identifies issues and follows up for remediation.



**Access Control and Segregation of Duties (SoD) analysis** – manages application user IDs and access rights in your ERP application, and performs SoD analysis to identify any conflicts in access that may lead to inappropriate transactions.



**Compliance management support** – identifies the scope of processes, IT applications and infrastructure, facilitates internal and external audits, communicates with stakeholders, collects audit evidences and follows up for remediation and status reports to your management.



**Cyber security assessment** – performs security readiness assessments, Vulnerability and Penetration testing, and audit of your security controls under various frameworks, including ISO 27001, ISO 22301 and service organization controls.



**Data privacy assessment** – performs maturity assessments to provide a roadmap to meet data privacy compliance, and performs privacy control effectiveness assessments that, recommend remediation measures to enable your business to become compliant with data privacy regulations and General Data Protection Regulation (GDPR).



**Risk insights** – identifies potential risk within your business processes and analyzes the data available from the system to identify potential process outliers.



**GRC tool implementation and maintenance** – identifies and maintains GRC tools appropriate to your business, as well as implementing, configuring and creating master data such as organizational units, functional hierarchy, policies, controls and templates.

Our GRC practice is based on the Committee of Sponsoring Organizations (COSO) framework, and helps our clients reimagine and mitigate their operational and financial risks, combat fraud, safeguard their assets and achieve regulatory compliance through effective and efficient operations.

**We help you to meet the compliance requirements that include:**

- SOX
- SOC1, 2 and 3
- PCI DSS
- ISO 27001:2013
- ISO 22301:2012
- NIST, COBIT

**Key facts of Cappgemini's GRC:**

- 250+ professionals
- 100+ chartered accountants/ IT auditors/Masters of Business Administration (MBA)
- 5 global delivery centers

## Why Capgemini?

Our longevity and global presence in IT means that we have accrued a significant amount of expertise and real-life experience across a global client base in multiple sectors. But more than that, we bring value across your business, from the boardroom to the post room.

Our industrialized, standardized and proven delivery model enables you to reduce costs while strengthening your governance and risk management. Our continuous control monitoring brings insight, visibility and the ability to respond rapidly to changing legislative and increasingly threatening landscapes.

### GRC delivers efficiency, control and cost savings to an FMCG company

This global Fast Moving Consumer Goods (FMCG) company was looking to consolidate and marshal GRC-related functions into one reporting structure, and engaged Capgemini to rollout a comprehensive GRC framework.

Capgemini implemented a robust GRC environment center to provide access control provisioning and review, preventative controls testing and reporting services. The center also handles detective controls monitoring and reporting services, as well as self-assessment and analytics services. Sarbanes-Oxley (SOX) control testing is also delivered through our centers in India, Brazil and China.

The benefits realized from implementing our GRC solution are significant and speak for themselves:

- Over €300,000 in cost savings.
- 25% reduction in report timelines.
- 80% automated data flow into our Control Monitoring Report (CMR) tool.
- Over 50% of control exceptions remediated.
- Value-added analysis that provides insights into the health of controls.
- A global view with the ability to drill down to transaction level details.
- Increased reporting capability across 61 countries.



*Companies that view GRC as a project rather than an ongoing engagement are heading for trouble. It is essential that an ongoing process of detection, monitoring and risk management is deployed.*

#### Ashiq Nagda

Head of Governance, Risk & Compliance, Capgemini's Business Services

#### Footnotes

- Forrester Research Inc., *Maximize Business Performance with a World-Class GRC Program*, Renee Murphy, November 2015.
- Forrester Research Inc., *Build a Governance, Risk and Compliance Strategy Worthy of Business Consideration*, Renee Murphy, January 2015.

Scan here to find out more about our Governance, Risk Management & Compliance services



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## About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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