

Governance, Risk & Compliance

Comprehensive, Platform-based Enterprise Risk Management.

Is your GRC a messy endeavor?

Most astute businesses know that an effective response to unexpected events can enhance reputation and that even the most respected organizations can be tested. It is equally true that the unprepared often pay a higher price.

Companies are under mounting pressure to maintain solid governance, manage risk and ensure regulatory compliance. Customers and shareholders are pushing companies to strengthen accountability, demonstrate ethical practices and face changing legislation head on.

However, multiple groups are often responsible for the various functions and processes involved in Governance, Risk & Compliance (GRC). This often leads to:

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

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

A strong GRC framework that provides a holistic view of risk is a necessity for companies to effectively mitigate these issues.

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Well-developed GRC programs do more than mitigate risk – they help maximize company performance.^{1”}

Forrester Research Inc.

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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.²”

Forrester Research Inc.

An integrated and centralized approach to GRC

Your business can benefit from viewing GRC as a function that can deliver real business value, rather than a compliance and risk management overhead.

Capgemini offers a unique holistic, enterprise-level GRC service. By equipping our highly-skilled talent with cutting-edge technology and a unified risk management approach, we are capable of transforming our clients' GRC processes to deliver outcomes that are aligned with their executive agenda.

Our GRC services represent a proactive Enterprise Risk Management program that monitors risk and controls across the whole organization, providing stakeholders with a consistent set of reports showing the performance of controls in each functional area.

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

- **Increased control and reduced risk** – identify and address relevant enterprise-wide risks by implementing controls to increase the overall level of compliance and control, while reducing risk.
- **Uniform and standard processes** – monitor your transactions, controls, data analytics, training programs, surveys and audits continuously in real time.
- **Right technology and platform** – to enable delivery of service at optimal cost and quality.
- **Focus on delivering business outcomes** – minimize financial leakage and identify exceptions and errors on a near real-time basis, while increasing profitability and improving compliance through regular audit and control monitoring activities.
- **Enhanced reputation** – enhance your reputation by adhering to compliance activities.

Capgemini GRC Key Facts:



Our GRC offering includes the following core functions and services:

- Creation and modification of a Risk and Controls framework.
- Business process review with associated risk mapping.
- Creation of policies and processes.
- Proactive control of financial leakage and gap assessment execution.
- Control design and testing.
- Operational effectiveness testing.
- Analysis of access rights and segregation of duties.
- Assistance in meeting regulatory compliance.
- Design and implementation of cyber security consulting skills.
- Cyber-security business continuity and service organization control assessments

These functions are also supported by Risk Analytics (part of our CFO Analytics suite of offers), which is managed through our Client Intelligence Center.

Risk Analytics and Client Intelligence Center

Risk Analytics is an essential component of our GRC solution. It provides end-to-end visibility of your organizational health by prioritizing assurance needs to satisfy the relevant stakeholders. Risk Analytics delivers continuous insights on non-compliant behaviors and outliers that need to be acted upon in order to reduce risk exposure in your organization. Measuring and monitoring risk in this way helps to protect your brand reputation and revenue.

Client Intelligence Center (CIC) visualizes the outcomes of our GRC solution, delivering a snapshot of your key performance indicators and the results of tests or audits performed. This provides an end-to-end view of the control scorecard supported by focused and targeted analytics, ensuring complete monitoring of your risk, and enables you to boost your market reputation. CIC also ensures that potential control gaps are rapidly identified and escalated.

CIC is the heart of Capgemini's GRC services. It addresses governance, risk management and compliance without duplication of effort, enabling managers to proactively deal with risks instead of reacting after an audit. CIC is equipped with the following methods and tools for monitoring both automated and manual controls:

- **Continuous transaction monitoring** – ensuring accuracy in processing monitoring of exceptions or control failures, and a reduction in the risk of errors and fraud.
- **Continuous controls monitoring** – improving compliance through checking that key controls are carried out before month or quarter end.
- **Controls analytics** – highlighting violation of any controls through applying analytic techniques to transaction and financial data. Controls analytics also highlights potential risks in real time to mitigate the potentially huge costs of delays in identifying a risk.
- **Audit** – applying a physical audit when it is a necessity or in exceptions identified in the above three layers that require more detailed scrutiny.
- **Training programs** – creating organization-wide awareness of key issues around health and safety, product safety and environmental compliance.
- **Surveys** – obtaining an internal or external view of the perception of an organization's reputation or health and safety related matters through questionnaires and feedback.



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. Your business can realize the benefits of this through the following Capgemini resources:

- **Rightshore®** – an approach that brings together our most talented people with the perfect balance of onshore, nearshore and offshore locations – working with you as a unified team.
- **Global Enterprise Model© (GEM)³** – our renowned, flexible, platform-based methodology for business transformation and benchmarking that delivers the right operating model for your organization.
- **Automation** – effective dashboards provide visibility of potential risk areas and process outliers to help monitor key risk areas.
- **Professionally qualified team** – our experienced team of Certified Public Auditors (CPA) and Certified Information Systems Auditors (CISA).
- **Real-time analytics** – our analytics team continuously evaluates risk exposure and potential impact in order to develop mitigation strategies.
- **ISO 31000 and COSO** – Capgemini complies with international standards and guidelines on risk management.

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

This global Fast Moving Consumer Goods (FMCG) company wanted to invest in a major program to consolidate and marshal GRC-related functions into one reporting structure. They engaged Capgemini to rollout a comprehensive GRC framework.

We implemented a Client Intelligence Center in Bangalore, India, to provide:

- Access control provisioning and review services.
- Preventative controls testing and reporting services.
- Detective controls monitoring and reporting services.
- Self-assessment and analytics services.

Sarbanes-Oxley (SOX) control testing is also delivered through our centers in India, Brazil and China.

To date, our client has realized significant benefits from our GRC solution, including:

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

1 Forrester Research Inc., "Maximize Business Performance with a World-Class GRC Program," Renee Murphy, November 2015.

2 Forrester Research Inc., "Build a Governance, Risk and Compliance Strategy Worthy of Business Consideration," Renee Murphy, January 2015.

3 Global Enterprise Model (GEM) © 2015. Capgemini. All rights reserved.



Companies that view GRC as a project rather than an ongoing engagement are heading for trouble. GRC is about a continuous process of reporting, analyzing and executing."

Frank Giannetta

Head of Governance,
Risk & Compliance,
Capgemini Business Services

**Scan here to find out
more about Capgemini
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About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 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.

Learn more about us at
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