

Helping Microsoft Customers Thrive On Risk With MetricStream GRC Solutions

Power What's Next

Thrive on Risk at ABC Company

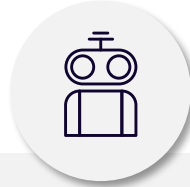
MetricStream Overview

We're Living in a World Rapidly Disrupted by Risk

TRENDS



Increasing Volume & Velocity of Interconnected Risks



Awareness of "Peripheral Risk" is Changing
- beyond the traditional boundaries



The Front Line Knows the Lurking Risks



The Chant for 'Agility' is Loud and Clear



Disconnected Approaches Call for Harmonization

EXAMPLES

Emerging, Cyber, Third-party Risks, ESG

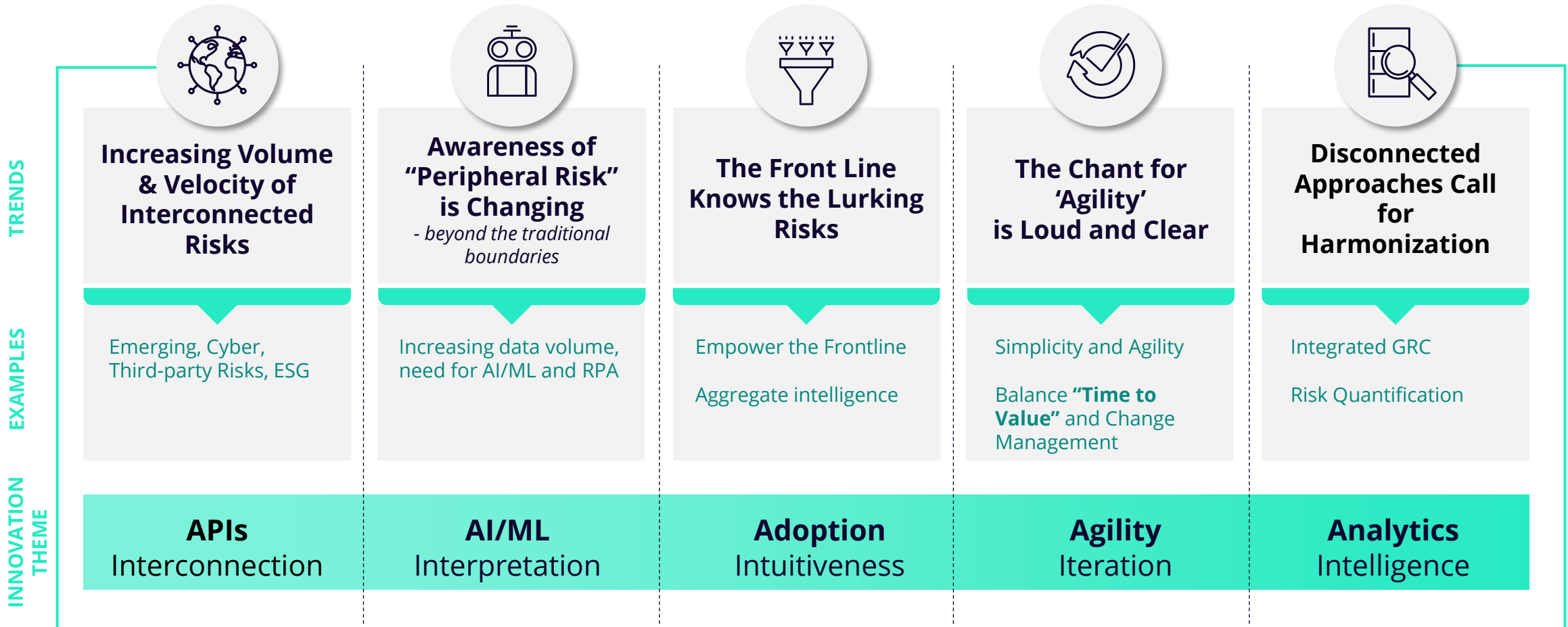
Increasing data volume, need for AI/ML and RPA

Empower the Frontline
Aggregate intelligence

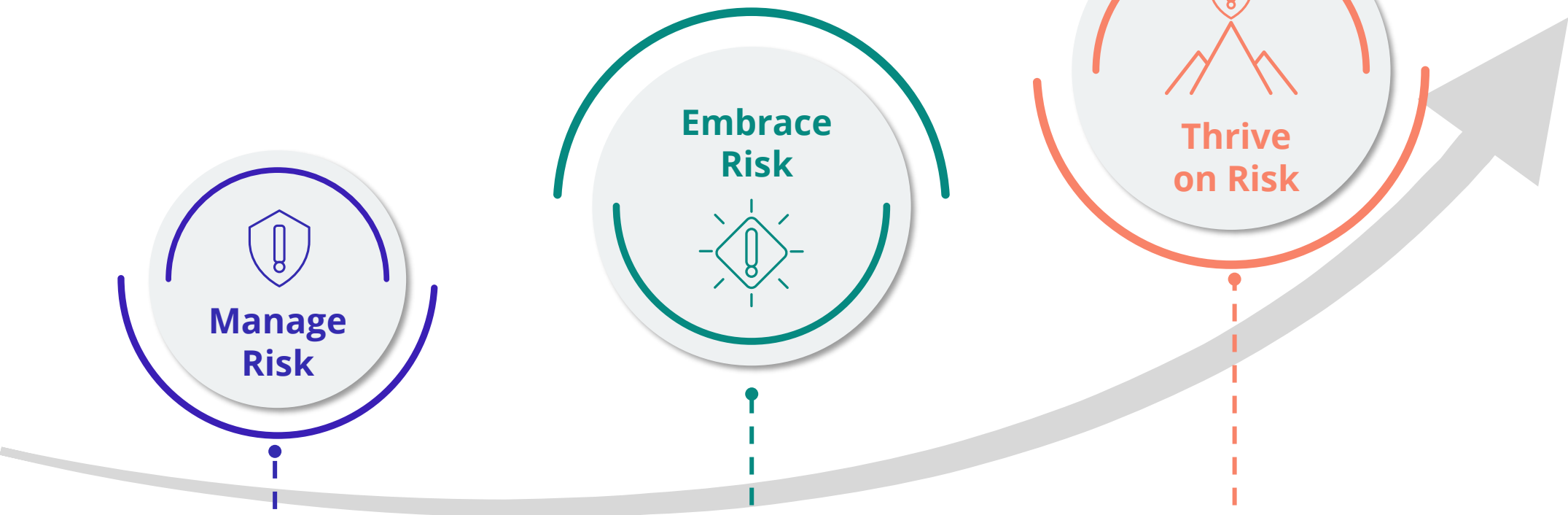
Simplicity and Agility
Balance "**Time to Value**" and Change Management

Integrated GRC
Risk Quantification

Turning Risk into Strategic Advantage Requires Advanced Innovation



Product Strategy Aligned to the Customer Journey



Integrated GRC
Deep Domain Embedded products powered by One Platform addressing:

Risk, Compliance, IT & Cyber Security, Third Party, Audit,

Pervasive GRC
Integrated GRC Products and Platform

Internal and external data and GRC Data exchanges powered by AI, ML, RPA
Aggregating Frontline Human Intelligence – Employees, Third Parties, Social

Strategic GRC
Enabling Profit with Purpose

Dynamic Risk Decisions for competitive advantage and accelerating topline growth
Addressing purpose through ESG

Transform Risk into a Strategic Advantage, with MetricStream

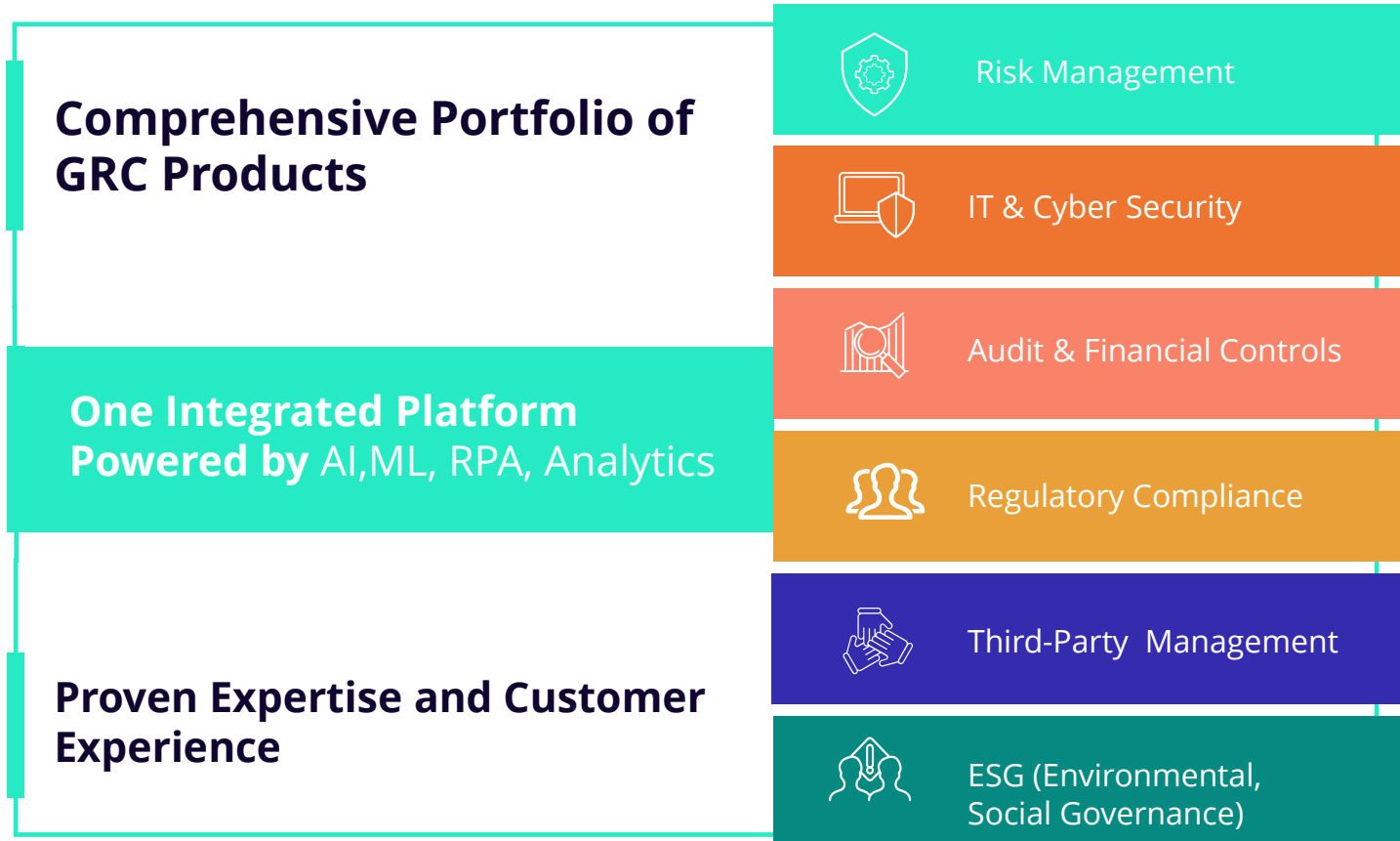


Who is MetricStream?

We're a global GRC SaaS leader, providing deep domain products with an integrated platform to help organizations **Thrive on Risk.**



Deep-Domain GRC Products with an Integrated Platform and Proven Expertise



- *Apply an integrated approach across your enterprise*
- *Focus on areas of impact and expand with your needs*
- *Purpose-built products provide strategic expertise and focus*
- *Platform creates interconnectedness and consistency*

Consistently Recognized by Leading Analysts as a Market Leader for Last 8 Years



Gartner IT VRM 2020



Gartner IT RM 2020



Chartis EGRC 2021

Addressing the Needs of the Mid-Market



Ready to use from Day 1

- Easy to use with pre-packaged frameworks
- Risk and control libraries, regulatory content, reports and dashboards
- Embedded with AI-Powered recommendations
- Capabilities to engage with business / frontline



Fast time to Value

- 2 to 4 weeks to roll out and adopt
- Built on modern cloud architecture
- Regular product updates and upgrades
- Leverage community of experts and partners



Easy expansion

- Flexibility to start with your critical risk program and then expand
- Fully integrated solution on one platform for all your needs
- Grows with you as you expand your business

Products & Platform

Let's take a deeper look at how we help you thrive on risk

Key Innovation Themes Around AI



Adoption

- Simplicity
- Mobility
- UX



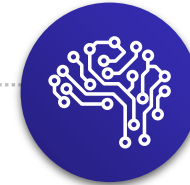
Agility

- Hyper Configurability for federated approach
- Embedded Content



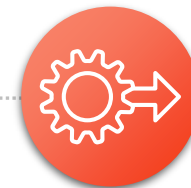
API

- Open API framework data and content (internal & external)
- Rules driven
- Transactional monitoring



AI

- Unstructured Information Intelligence
- Recommendation engines



Analytics

- Business Context through Flexible Taxonomy
- End-user empowered reporting



Integrated Deep Domain SaaS Products

Transform risk into a strategic advantage by addressing the risk domains that matter most to you



RISK MANAGEMENT

- Enterprise Risk
- Operational Risk
- Business Continuity
- Observations



REGULATORY COMPLIANCE

- Compliance
- Policy
- Case and Incident
- Regulatory Change
- Regulatory Engagement
- Compliance Advisory



IT AND CYBER SECURITY

- IT & Cyber Risk
- IT & Cyber Compliance



THIRD-PARTY MANAGEMENT

- Third-Party Risk
- Survey



AUDIT AND FINANCIAL CONTROLS

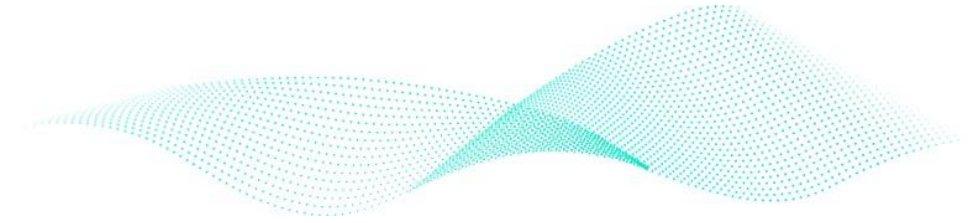
- Internal Audit
- SOX Compliance



ENVIRONMENTAL SOCIAL GOVERNANCE

- ESGRC

MetricStream Platform



User Experience



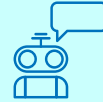
Mobile



Analytics



Widgets



AI Powered
Recommendations



Chatbot



*Data Explorer

Product Lines



Risk
Management



IT & Cyber
Security



Audit & Financial
Controls



Regulatory
Compliance



Third-Party
Management



ESGRC

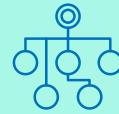
One Integrated Platform



Federated Data
Model



*Multi-Dimensional
Org Structure



APIs &
Connectors



M. Intelligence



Configurability



Azure Cloud

Business Outcomes



Improve Topline

Real-time view of violations and events that interrupts business, leverage risk indicators to improve processes and efficiencies



Transform Risk into Strategic Advantage

Reduce risk exposure and losses and improve capital allocation



Protect Brand and Reputation, Reduce Costs

Fewer compliance violations, regulatory enforcements and lawsuits and better assurance



Protect your Digital Enterprise

Ensure compliance with standards and requirements, reduce cyber risks and incidents

90%

Reduction in costs, controls through data and controls rationalization

50%

Fewer compliance issues

75%

Reduction in time to complete risk assessments

90%

Reduction in audit review time

Product Line: Risk Management

Transform risk into a strategic advantage, reduce risk exposure and losses



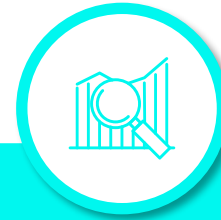
Capabilities

- Central Risk Repository
- Risk Identification
- Risk and Control Assessments
- Key Metrics Monitoring
- Loss Events
- Business Continuity
- Frontline Observations
- Issues and Actions



Content & Data

- Risk Spotlight
 - Risk Libraries
 - Control Libraries



AI Powered Recommendations

- Identify similar issues
- Recommend actions
- Classify observations as issues or incidents



Mobile App

- Capture Observations
- Business Continuity Plans, Notifications, Incidents

Business Outcomes

67%

Improvement in risk reporting visibility and efficiency for the executive management and board*



80%

Improvement in risk and control framework related operational efficiency*



15x

Improvement in risk metrics tracking*



- **Transform risk into strategic advantage**, reduce risk exposure, losses and improve capital allocation
- **Deliver forward-looking risk visibility** with predictive risk metrics and indicators that help anticipate and prevent adverse risk incidents
- **Build confidence with regulators and executive management** by establishing a strong risk program with real-time assessments and visibility
- **Drive operational efficiency** by leveraging artificial intelligence to implement the right action plans and reduce the cycle time and costs of risk assessments



Product Line: IT & Cyber Security

Protect your digital enterprise from cyber risks while quantifying and communicating risk in business language



Capabilities

- Centralized Repository of Risks, Assets, Standards
- Compliance assessments & Surveys
- Threat and Vulnerability
- Risk and Control Assessments
- Risk Quantification
- Issues and Actions



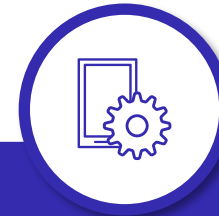
Content & Data

- ISO 27001, NIST CSF, CMMC, SOC2, PCI-DSS, FFIEC, COBIT
- UCF Controls
- Integrations - BMC, ServiceNow, Tenable, Qualys, Rapid7, Nessus, RiskLens



AI Powered Recommendations

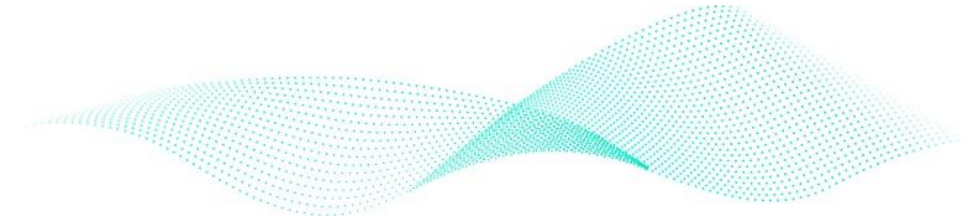
- Identify similar issues and recommend actions related to IT & cyber risk and compliance



*Mobile App

- Respond to Risk and Compliance Assessments
- Review and Approve Assessments

Business Outcomes



66%

Reduction in the time taken
to complete risk
assessments*



90%

Reduction in cost to
compliance



- **Gain real-time quantified** IT & cyber risk exposure in monetary terms, prioritize risk mitigation efforts and investments and reduce residual risk
- **Protect your organization** from cyber risks and incidents and ensure compliance with 100+ standards and requirements in weeks
- **Improve topline** by aligning IT and information security risk management priorities to corporate objectives and performance goals
- **Reduce cost and improve efficiencies** by rationalizing IT controls, leveraging AI to implement appropriate action plans, reduce cycle time of risk and control assessments

Product Line: Regulatory Compliance

Protect brand & reputation, minimizing risk of compliance violations



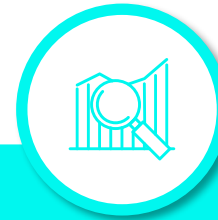
Capabilities

- Policy
- Centralized Compliance library
- Compliance Assessments
- Control Testing
- Regulatory Change
- Case and Incident
- Regulatory Engagement
- Compliance Advisory



Content & Data

- Compliance.ai/ Thomson Reuters
- EBA, OFAC, SEC, OCC, CFPB, DOJ, FINRA, UK-FCA, EU- ESMA etc.



AI Powered Recommendations

- Semantic search of policies
- Identify similar compliance issues & recommend actions



Mobile App

- Access and attest policies
- Initiate Policy Exceptions
- Perform compliance self – assessments and control testing
- Access latest regulatory alerts
- Access regulatory engagements and manage tasks

Business Outcomes

90%

Reduction in controls, control assessments and testing



50%

Fewer Compliance Issues *



300%

More coverage on compliance and control monitoring *



- **Protect brand and reputation through** fewer compliance violations, regulatory enforcements and lawsuits
- **Build confidence** by staying updated on multiple complex regulations, as well as the velocity of regulatory change
- **Reduce the cost of compliance** by rationalizing controls, leveraging AI to implement the right action plans, reduce cycle time of assessments and tests
- **Demonstrate the maturity** of compliance function to regulators by adopting a structured and sustainable approach to compliance
- **Proactively identify potential compliance risks** through consistent and streamlined assessment and testing

Product Line: Third Party Management

Prevent third-party risks and build resilience



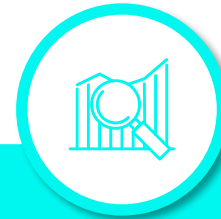
Capabilities

- On-boarding
- Information Management
- Risk and Compliance Assessments
- Continuous Monitoring
- Performance Management



Content & Data

- Bit Sight
 - Security Ratings
- Dow Jones
 - Financial, Sanctions, PEP etc.
- Shared Assessments



AI Powered Recommendations

- Identify similar third-party issues
- Recommend actions



Mobile App*

- Access and update information
- Respond to assessments
- Track & Monitor Third-parties

Business Outcomes

80%

Reduction in third-party onboarding time*



50%

Reduction in the time and costs required to complete assessments, and to identify risks*



- **Ensure continuity of operations and prevent third-party risk incidents** with an accurate picture of third parties and their risk impact on the business
- **Improve third-party risk visibility** with quick, frequent risk assessments
- **Enhance third-party consolidation, rationalization, and visibility** across businesses, spend, and risk exposure
- **Improve business and market agility** by reducing the time for third-party onboarding and accreditation
- **Reduce cost by leveraging AI to risk score** third-parties based on anomalies in their audit reports



Product Line: Audit and Financial Controls

Provide better assurance and drive insights



Capabilities

- Audit Universe
- Risk Assessment
- Audit Planning
- Audit Fieldwork
- Control Testing
- SOX Certification
- Issue & Action



AI Powered Recommendations

- Identify similar issues and recommend actions



Mobile App

- Respond, Review & Approve Audit Plans and Assessments
- Manage audit checklists
- Manage workpapers and findings
- Assign actions and attach documents
- Perform control tests

Business Outcomes

90%

Reduction in audit review time*



58%

Reduction in issue resolution time*



50%

Reduction in cost of audit follow-ups*



- **Drive exceptional business performance** by aligning audits to strategic imperatives, objectives, and risks
- **Optimize audit productivity** by prioritizing resource allocation based on the areas of highest risk impact
- **Create agility and collaboration** by standardizing the audit execution methodology across teams
- **Reduce cost by leveraging AI** to implement the right action plans and reduce audit cycle time
- **Be a trusted advisor** to the board and stakeholders by providing timely, reliable audit reports

Success Stories

Thriving on Risk in Action

Global Telecom Giant Quantifies and Tackles Cyber-Risk

CHALLENGES

- **Distributed, disconnected data** from 100+ internal systems and 1000s of suppliers with no common risk taxonomy
- **Quarterly risk reporting** didn't keep pace with today's volatile cyber-risk environment
- **Lack of visibility** into real dollar impact of cyber risk
- **Board not able to prioritize** or quantify impact of cyber-risk status or investments

SOLUTION

- **Implemented MetricStream IT Cyber-Risk** as part of an integrated GRC solution.
- **Aggregated internal and external data** through a common risk framework and taxonomy to enable identification and quantification of risk.
- **Applied risk quantification.** Applied the FAIR+ model to show the company's risk exposure in dollar terms.
- **Provided board with real-time reporting** to understand cyber-risk in monetary terms and prioritize investments and mitigate risk.

BUSINESS OUTCOMES

Quantified Cyber-Risk • Informed Investment Decisions • Mitigated Cyber-Risk

- Improved board/C-level visibility into and collaboration around cyber-risk, with risk expressed in business, dollar terms
- Rationalization of Insurance premiums due to more consistent methodology and ongoing tracking (exact \$ not disclosed)

60%

Faster Cyber / IT investment / Disinvestment Decisions

80%

Reduction on costs by automating risk monitoring and controls



Leading Bank Reduces Control Testing Cost by More Than \$100M

CHALLENGES

- **Increasing # of regulations, updates and controls** led to proliferation of controls, surrogate, orphaned and duplicative controls
- **Exponential increase in cost and resources** required to manage testing of 1000s of controls on a monthly basis
- **Multiple teams testing the same control** almost 20 times with the same sample data
- **Lack of aggregated view** of compliance and control status

SOLUTION

- **Single integrated control framework** with centralized repository of regulatory obligations and controls
- **Common control taxonomy** to facilitate aggregation of control testing results
- **Automated control** assessment and testing to provide real-time view of control and compliance statuses
- **Integration with regulatory feeds** to automatically pull regulatory updates

BUSINESS OUTCOMES

Reduce # of controls, Common Control Framework

- Reduced overall compliance and control testing costs
- Diverted more than 50% of resources and budget
- Real-time aggregated view of compliance status

90%

Reduction in controls

\$100M

Savings in Control Testing Costs

Global Furniture Retailer Reduces Risk Across 400+ Stores Worldwide and Ensures Operational Resilience

CHALLENGES

- **No common framework for managing risk** across a global network of 400 stores, exposing the retailer to safety, fraud, security and reputational risks.
- **Stores using multiple third-party hardware and software** opened the retailer to potential high-impact cyber security risks
- **Front-line employees** reported incidents and customer complaints manually, taking months to resolve – resulting in damage to goodwill, safety and brand.

SOLUTION

- **Implemented MetricStream Risk Management**, created an integrated risk management framework across stores, warehouses, customer engagement programs
- **Aggregated risk data** through a common taxonomy to identify real-time risk profile.
- **Empowered the front-line** to capture observations and incidents to link it back to risks
- **Built dashboards** for real-time reporting to quickly spot and communicate risks for fast remediation.

BUSINESS OUTCOMES

**Centralized Risk • Empowered Frontline •
Identified Safety & Goodwill Issues • Drove Revenue**

- Linked 400+ stores and employees with a consistent process; response time reduced from days to minutes
- Enabled fast identification of potential risks and security issues
- Directly impacted top-line revenue by reducing customer complaints, security issues

80%

Reduction in time required to identify & mitigate risks

Significantly Reduced number of IT & Cyber incidents



Global Audit and Accounting Firm Improves Client Service and Reduces Audit Time 80% through Automation

CHALLENGES

- **Traditional audit processes** were largely manual and audit plans took as many as 4 days to prepare.
- **Firm wanted to apply more strategic forensic accounting** techniques but was spending too much time on core audit activities.
- **Changing regulatory environment**, particularly given the firm's global remit, made it impossible to keep up manually.

SOLUTION

- **Implemented MetricStream Internal Audit** to automate core audit functions and document, manage, and assess risks using a centralized risk framework.
- **Created dynamic audit plans with defined objectives and scope**, allocating auditors based on skills/availability with MetricStream's resource scheduler.
- **Deployed dashboards and reporting of findings**, detailed observations and supporting evidence with the ability to audit offline.
- **Created forensic analytics models** to apply higher-level analysis.

BUSINESS OUTCOMES

- Reduced audit time from 4 days to 4 hours, saving approximately \$25M in efficiencies
- Improved client satisfaction with faster turnaround times and more strategic analysis
- Dashboards provided risk reporting for visibility into risks and opportunities

80%+

Reduction in audit time

\$25M

Savings created through automation and efficiencies



Thank you

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