CASE STUDY

trialcard+
simplify access

Scaling & Simplifying
Vendor Risk Management

How TrialCard found success leveraging Alyne's Software as a Service

for scalable and risk-aware Vendor Management.

FEBRUARY 2021

TrialCard
Customer Profile

corp.trialcard.com

TrialCard provides **patient affordability, medication access and adherence, patient support,** and **clinical trial services** on behalf of biopharmaceutical manufacturers. TrialCard innovates by focusing on client brands and analysing new trends in prescription optimisation for both insured and uninsured patients.

Whether challenges come from managed care, competitive brands, patient compliance and persistence, patent expiration — or a combination of the above — TrialCard designs solutions that fit a **manufacturer's brand goals**. TrialCard's industry-leading project management and business analytics teams provide ongoing program evaluations in order to ensure the success of the brands that they work with.

"A key element in choosing Alyne to be our GRC solution is Alyne's unique capability to identify, qualify and quantify risks posed across our Vendor Management program."

- Stuart Browy
Senior Director of Information Security, ISO
TrialCard

2019 HIGHLIGHTS

42%
Organic Growth

2.7M
Patients gained access to life saving medication, with our help

$2.6B
Saved in patient cost-sharing expenses

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The Challenge

TrialCard dealt with a common, yet growing challenge:

Working with any third-party vendor or supplier carries an inherent risk, due to the fact that a vendor's processes – such as **hiring, regulatory compliance or information security** – lie outside the view of the organisation.

Ensuring that vendors and suppliers pose minimal risk to your organisation is becoming increasingly more difficult. Businesses of all sizes and across industries are faced with burgeoning challenges in managing their third-party relationships. **Additional regulatory requirements, evolving supply chains and delivery models** contribute to the increased complexity.

To address these inherent challenges, TrialCard began to research **Vendor Risk Assessment tools** in order to effectively **assess and monitor** their third-party vendors.

TricalCard sought a solution that would enable them to **identify, qualify and quantify risks** posed throughout their Vendor Management program.

As an **EIC/ISO 27001** certified company, TrialCard's Vendor Management program required a flexible solution that could accommodate a myriad of evolving **Governance, Risk, and Compliance** use cases.

TrialCard required a structured, automated and scalable process that would foster greater operational efficiencies within their Vendor Management program. Knowing that successful Vendor Management is contingent on maintaining quality relationships, TrialCard was adamant that the technology adopted in their Vendor Management program had to not only benefit TrialCard, but be **easily understood and efficient for its vendors,** as well.

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The
Challenge

To solve the challenges above, the following questions were key to TrialCard's desired Vendor Management process and would play an important role in their tool selection:

1. **What information do we need from each vendor to adequately assess the risks posed to TrialCard?**

2. **How do we make obtaining that information, as easy as possible for our vendors?**

3. **On the side of the vendor, how do we ensure that the right questions answered by the right people?**

4. **How do we make performing large-scale assessments and identify risks, easier?**

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The Alyne Solution

1   Specific

With Alyne, TrialCard was able to leverage relevant Control Sets to assess the maturity and identify risks posed by their vendors, by utilising a combination of:

- Alyne's **out-of-the-box Control Sets** for Vendor Risk Management. All of Alyne's **Control Sets** are mapped to global **laws, standards, regulations and critical business processes**.

- Creating **custom Control Sets** by combining the Controls from Alyne's Content Library and adding **Controls unique to TrialCard's** Vendor Management program.

This approach allowed TrialCard's vendors to be assessed according to TrialCard's specific organisational needs.

Every Control in Alyne's Control Library has a specific corresponding **Assessment Template** with prefined answer options mapped to maturity levels. Using this funcationality, TrialCard was able to define their levels of security and ensure that the Assessment questions and answer options were **specific and measurable.**

The Assessments were able to be managed at scale, allowing for greater **agility** in TrialCard's Vendor Assessment and response process.

DEDICATED VENDOR RISK MANAGEMENT CONTROL SETS WITHIN ALYNE

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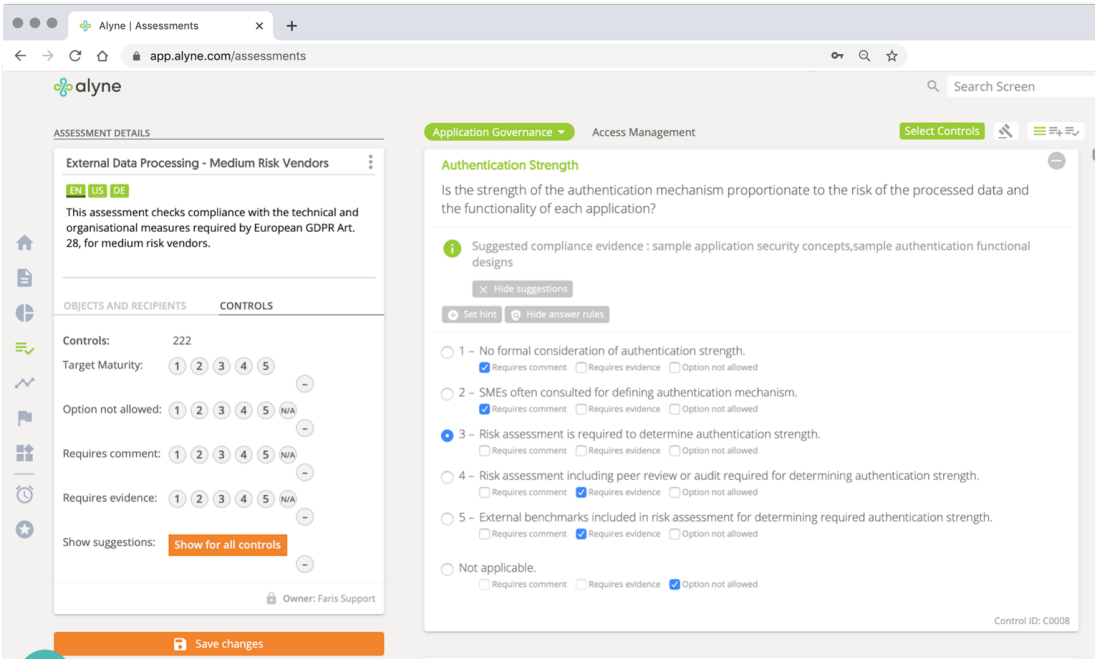## 2 Engaging & Measurable Vendor Assessments

TrialCard understood that in order to have a successful Vendor Assessment, easy engagement by its vendors would be critical. After comparing different Vendor Risk Management tools, TrialCard selected Alyne as it was a cloud-based software solution which offered a **broad range of functionality** that supports the full Risk Management process, in a single platform.

Alyne's smart workflows made simplifying and scaling the Assessment process easy, allowing TrialCard to specify the type of **Assessment evidence** required for each answer option and set up a notification to the responder if evidence or comments were required for their submission.

The addition of useful **pop-ups and hints** embedded within Alyne enabled TrialCard to add further relevant **context** for each Assessment question.

Embedded tracking meant that responders could monitor their progress, while the **automated reminder** functionality was used to ensure that the responders were completing the Assessment within the expected time frame.

VENDOR RISK ASSESSMENT REQUIREMENT CONFIGURATION

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3   Targeted and Time-Friendly

Answering Assessments can be time consuming and can make matters more difficult when the recipient of the Assessment is not the appropriate person to respond to some (or all) of the questions.

This often results in the recipient having to track down the answer or re-engaging with the Assessment manager, which consumes valuable time.

Being able to leverage **Alyne's Assessment Delegation** feature allowed TrialCard's Assessment recipients to delegate questions to a colleague who might be better suited to providing the answer. The new assigned responder receives an instant email notification, which links directly to the questions assigned.

This newly appointed Assessment responder can then further delegate the question to another colleague, if necessary.

All activities are time stamped and captured within the Alyne platform, which **significantly improved audit transparency for TrialCard.**
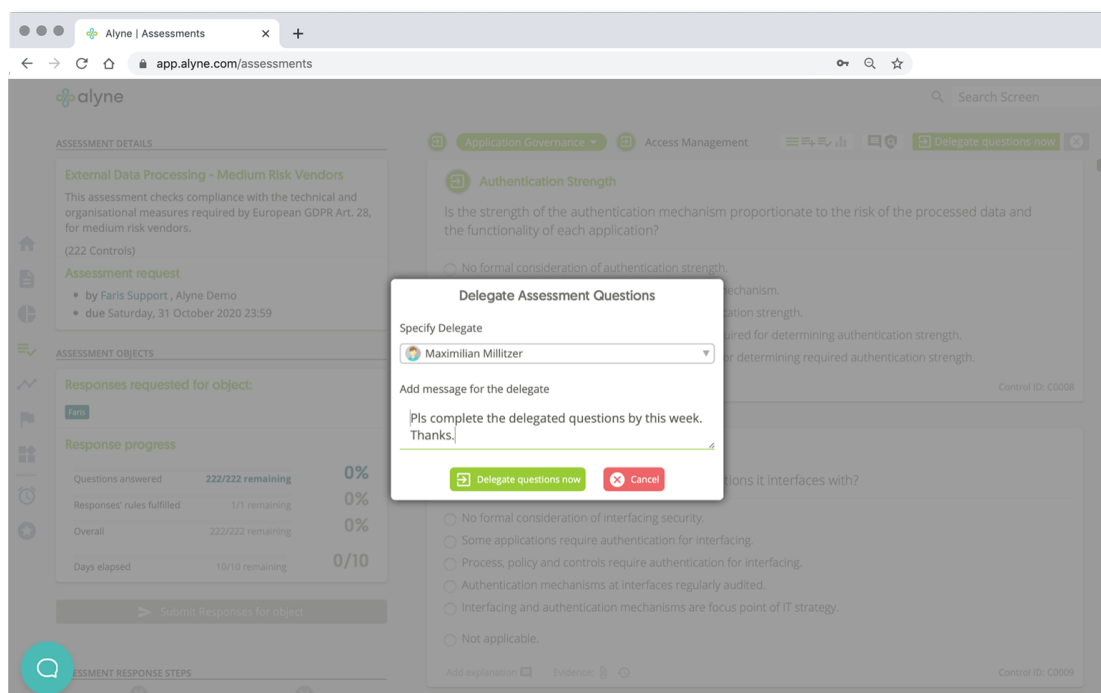
ALYNE'S ASSESSMENT DELEGATION FEATURE

4 Flexible: Manage Assessments at Scale

Core Alyne capabilities enabled more Assessments to be sent to more vendors. TrialCard was able **track the Assessment respondents' progress in real-time** and automate both notifications and alerts to the respondents from within the Alyne application and via email.

Built-in **comments and collaboration** features within Alyne allowed both Assessment managers and respondents to address questions as they arose. This resulted in Assessments being completed with far more efficiency. To enable the reviewing process, Alyne's **Sentiment Analysis** capability was used to alert Assessment managers to questions and comments that required immediate review. Assessment responses that contained negative comments, differing opinions or gaps in assessed vs desired maturity levels were able to be **prioritised for review.**

The ability to **identify issues or conflicts** was made **easier** and TrialCard's Assessment managers were able to prioritise the key points requiring attention or subsequent mitigation measures.
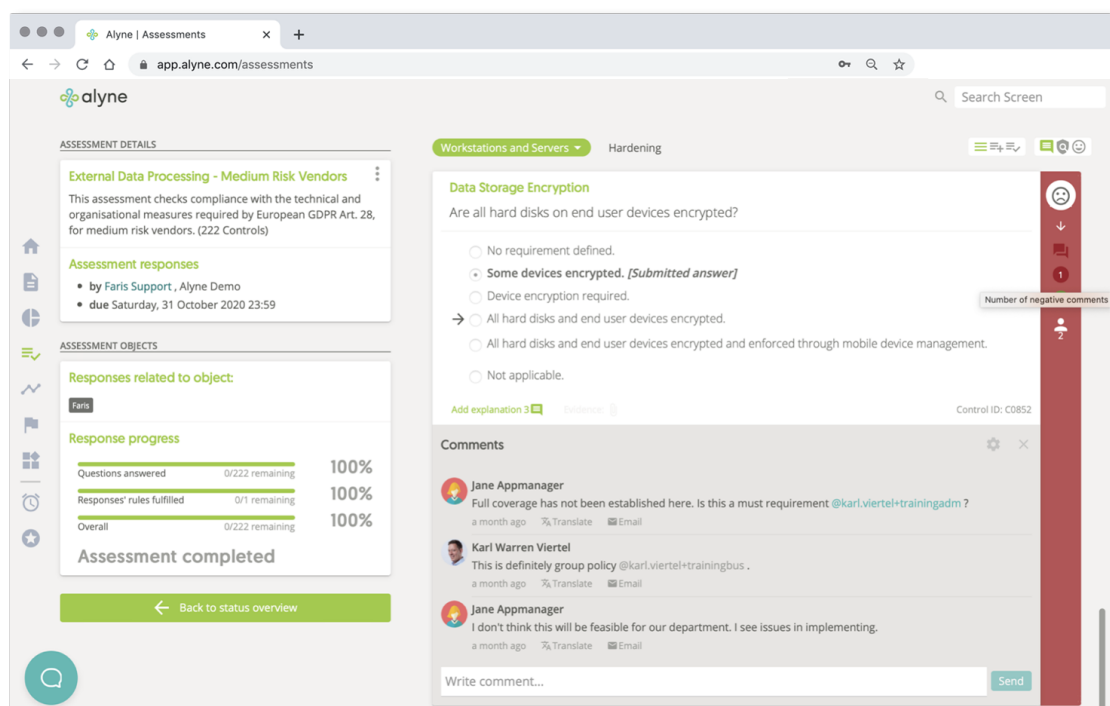
SENTIMENT ANALYSIS FOR ASSESSMENT RESPONSES

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Results

With Alyne's help, TrialCard now seamlessly performs Assessments at scale, while reducing burden on its vendors. Time and resources have been optimised with Alyne's built-in Assessment functionality, increasing transparency and allowing potential risks to be identified and mitigated efficiently. **Greater risk insights** have been achieved throughout TrialCard's Vendor Management program, and the Assessment process became viewed as a joint effort between TrialCard and its vendors, further **strengthening their relationships**.

"TrialCard was able to achieve everything we were looking for in a vendor self-assessment solution, thanks to Alyne. We view Alyne not just as a vendor, but as a strategic partner in our Vendor Management process."

Stuart Browy
Senior Director of Information Security, ISO TrialCard

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