



CUSTOMER CASE STUDY

The Advantages of SaaS:
Large Deployments

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The Advantages of SaaS: Large Deployments

CUSTOMER PROFILE

A global security and aerospace company focusing on the research, design, development, and manufacturing of advanced technology. A provider to both domestic and international government agencies, as well as commercial partners, the business is comprised of multiple business units and product lines across dozens of nations.

COMPANY SIZE: 100,000+ Employees, \$40B in Sales

TYPE: Public Company

INDUSTRY: Manufacturing

BUSINESS CHALLENGE

When implementing an Enterprise Risk Management system in the corporate branch, the customer aims to identify and assess risk across all business units, penetrating down to the vice president level. With over 500 participants in the Risk and Control Self-Assessment (RCSA), the risk management team (comprised of only a few individuals) is left with a vast amount of data and no means of aggregating it cross-functionally to departments, the appropriate business unit, or even the enterprise at large.

Additionally, the customer's method of data collection, consisting of disparate spreadsheets, provides no consistency or year-over-year trending. The risk management



BUSINESS CHALLENGE

team spends nearly a quarter analyzing the data for audit and board reports, but the findings are only loosely tied to the company's strategic plan and not at all to the audit function, which rolls up to the same executive branch.

To make matters worse, the organization spends over \$10,000 (annually) outsourcing survey distribution.

When evaluating solutions, the ERM function identifies three vendors from Forrester's GRC Wave to include in its evaluation, all of which are evaluated based on both their ability to meet the current business environment's needs, and the anticipated needs of the program as it evolves to include the strategic planning and audit programs. The vendor has to support business unit level ERM programs that might exist in other nations across the globe as well.

Finally, due to the customer's work for the federal government in the fields of defense and security, the organization has extensive IT requirements that must be met by any vendor it selects.

VENDOR SELECTION

LogicManager's subscription-based service provided an ideal platform with which the customer could service its ERM programs globally. Due to the nature of concurrent licenses, the organization realized substantial cost savings, as users in different time zones rarely overlapped and could therefore share licenses, or "seats," without interruption.

In regards to information security requirements, an external datacenter can (by the very nature of its business) expend a great percentage of its resources toward information



VENDOR SELECTION

security. Upon further evaluation by the customer, LogicManager's Datacenter was found to exceed even the internal requirements the customer imposed on its IT operations.

Finally, LogicManager's SaaS service embedded the best practices needed to overcome the challenges of a large distributed data set by providing standardization to the risk assessment process. LogicManager's Taxonomy allowed the customer to replicate its business process structure, providing clarity and allowing the customer to slice and dice data according to the executives they were meeting with. The customer could now view segments or topical areas of risk intelligence, drilling into the aggregate data where necessary.

Most impressively, the organization was able to go live with production data within 90 days of executing its contract, and without experiencing cost overruns due to unforeseen professional services or changing requirements. LogicManager's SaaS platform provided the business administrators the capability to "self-service" their program without IT training or coding experience.

POST CASE UPDATE

As of this writing, the organizations' Audit program has requested access to the LogicManager platform (having selected another Forrester GRC platform). They have yet to go live.

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About LogicManager

LogicManager is a global leader in Enterprise Risk Management, governance and compliance software.

Risk-Based Approach

LogicManager takes a risk-based approach to manage and connect information across your organization, and transform your decision making capacity.

Powerful Software

LogicManager's complete set of risk, governance, compliance, and goal-achieving tools are easier to use and more powerful because they're integrated. Less hassle and more flexibility for you.

Dedicated Support

Every LogicManager customer is assigned a dedicated Business Analyst, not just for implementation, but for the lifetime of their subscription.