

RACE – 360 degree of Risk in 360 days

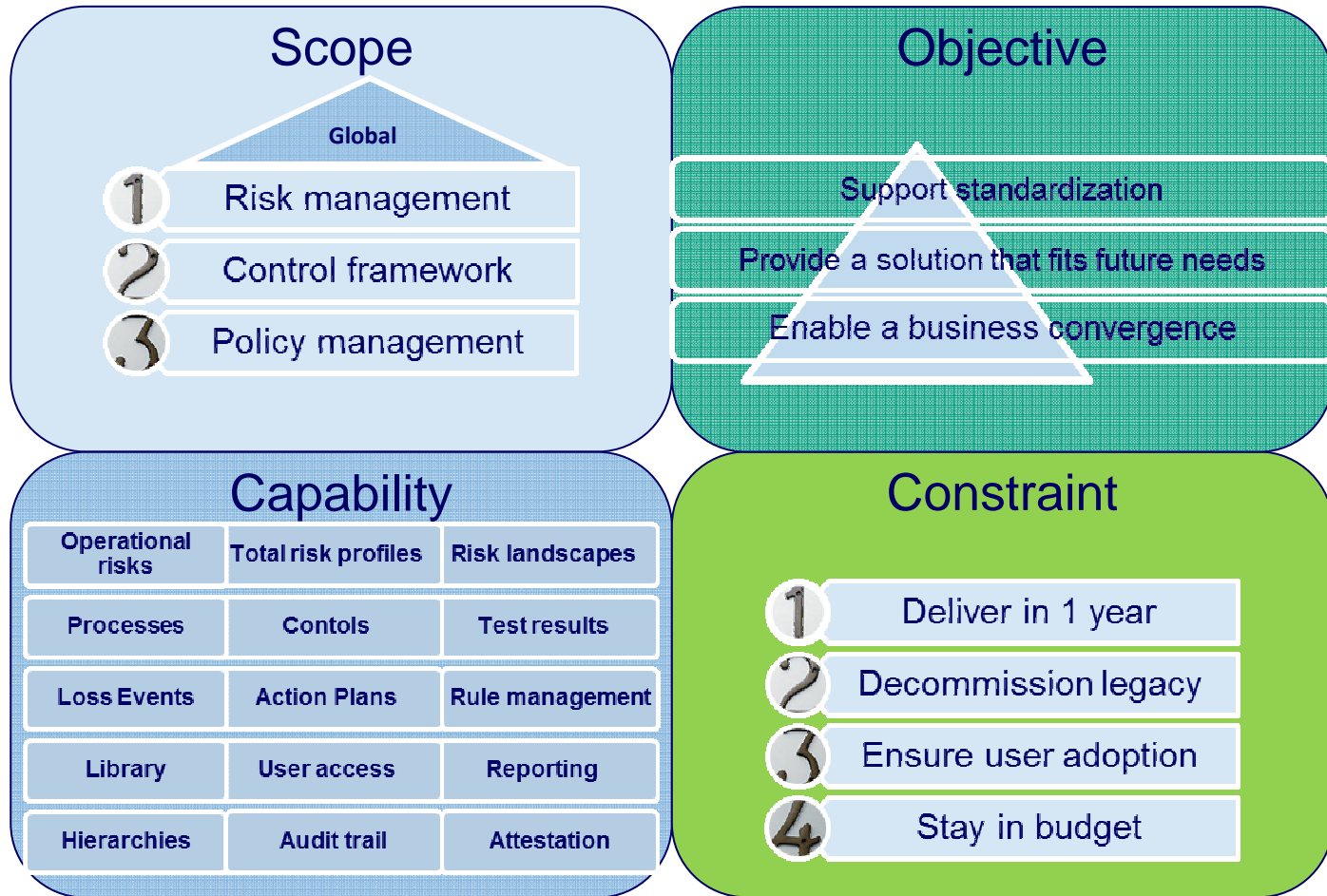
Zurich Insurance Group
Thomas Klaus

Group Risk Management

INTERNAL USE ONLY



Background

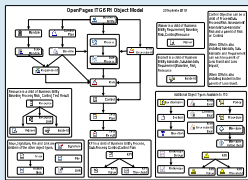


OpenPages – GRC* packaged solution



Key product features:

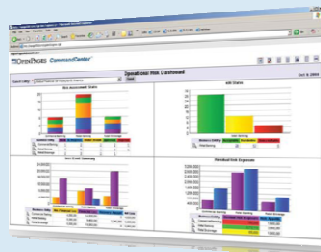
Module based – including Risk, Controls, Compliance, Audit etc.



Comes with a simple yet adaptable datamodel as a baseline

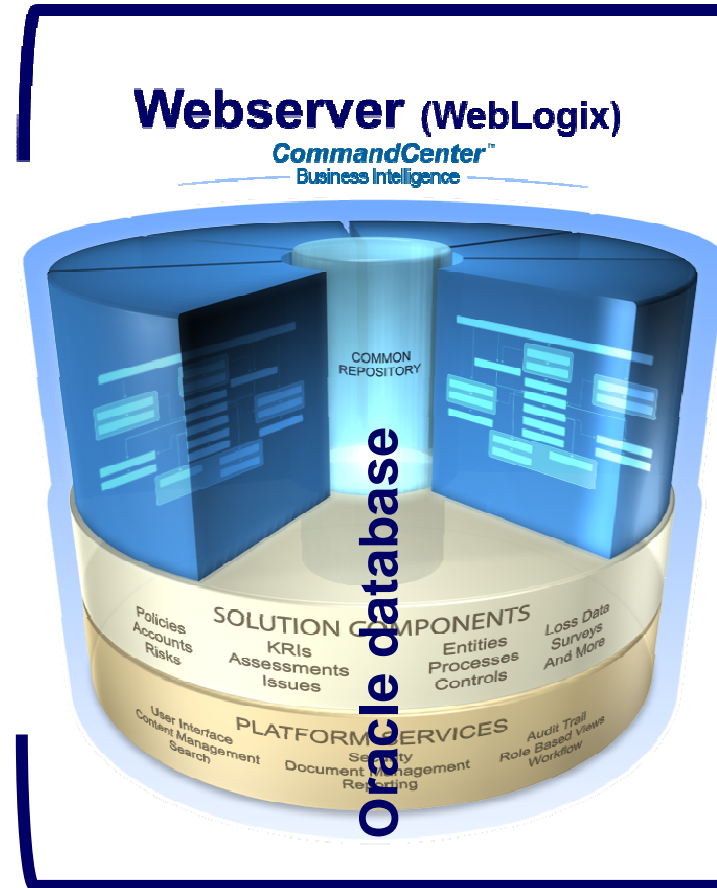


Embedded reporting capabilities using COGNOS BI (CommandCenter)



Reporting capabilities integrated into the OpenPages application
Adopts the user security model

- Internal Audit Management
- Financial Controls Management
- IT Risk & Compliance Management



- Operational Risk Management
- Policy & Compliance Management
- Other Platform Extensions (Service Offerings)
 - Data Privacy
 - BCM

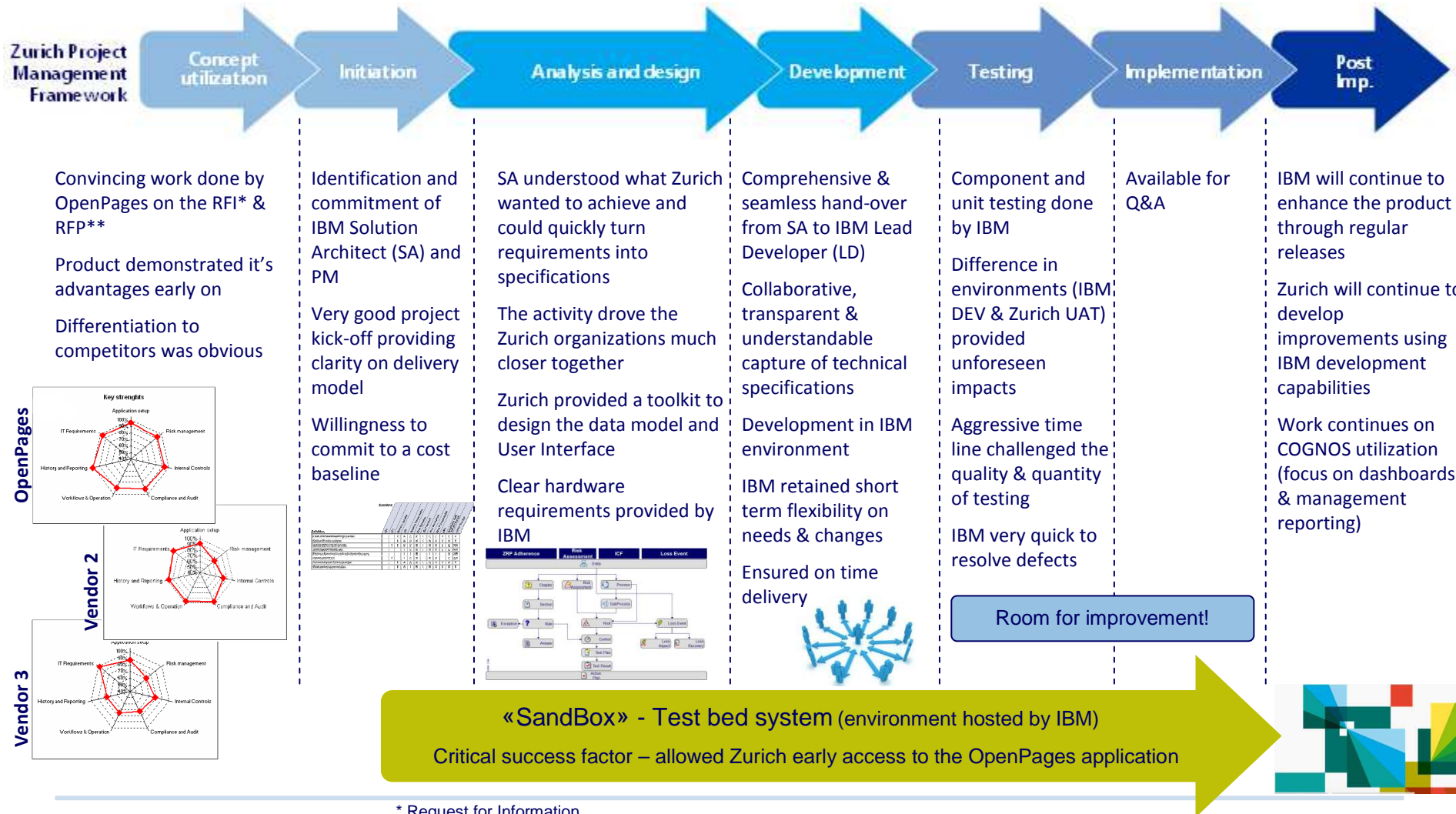
* Governance Risk Compliance



The Journey



Designing, Developing & Deploying...



How **IBM** made a difference...



- The people – IBM identified and committed the right people to Zurich, this includes their aptitude, attitude & agility
- The product – an important principle of the project was to stay as simple as possible, meaning, no fancy workflow, no major automation, a clean user interface – OpenPages provides this OOTB
- The reporting – available integration of COGNOS will turn the data into information, both in terms of aiding analysis as well as being a pleasure to look at
- Issue resolution – rapid response and turnaround times when escalated

What could make more of a difference...

- Re-use – IBM OpenPages done a number of implementations, it would be a great service to the community to have access to re-usable triggers and helpers (automation)
- Integration of OpenPages into IBM – make COGNOS expertise more accessible
- Easing the challenges after development phase – Expertise from previous projects would add value closer to implementation & deployment



Benefits for Zurich



- We have all our qualitative risk & control data in 1 spot, driving consistency and quality
- The data is accessible – we can turn it into information and insights
- Easy to use – this helps with the adoption of the solution as well as reduction of training effort – very positive feedback from user network
- Expansion to other GRC areas possible – we already have interest from other internal organizations
- Little customization required – ensures upgrade path and maintains scalability

