



## CASE STUDY

# ServiceNow GRC Implementation



### Company

A fortune 500 international financial services company that provides tools to clients to help them manage and protect assets through fluctuating markets. Services include a proprietary Integrated Risk Management Program.



### Challenge

The company's many entities had separate mapping across organizational units. There was limited control over risk management as these entities were not integrated, opening the company up to greater risk and lower margins.



### Solution

V-Soft Consulting configured ServiceNow workflows to align with existing business processes. The ServiceNow Governance, Risk and Compliance (GRC) solution stores, manages and maps assets within its various organizational units. The solution classifies and calculates risk as well as imports in-house and standard controls through UCF integration.



### Results

Risks are clearly measured with visual dashboards and reports. There is visibility into the relationship between risks and controls, increasing clarity of governance and risk associated with every process by 98% and improving user experience of the proprietary risk management program by 60%.

Increased  
Visibility

**98%**

Improved  
User  
Experience

**60%**

## TECHNOLOGIES USED

- ServiceNow GRC
- UCF Integration

