

# Case Study - Third Party-Assurance/ Vendor Risk Management

## Core Business

- Client is a \$130 billion commercial bank holding company. With subsidiaries, it has more than 1,500 branches worldwide and 21,400 employees.

## Business Challenge

- Over 15,000 vendors, whose compliance is tracked via spreadsheets and email
- Assessment questionnaires being developed, processed, and maintained manually
- Business units unable to easily share information on vendor risk and compliance

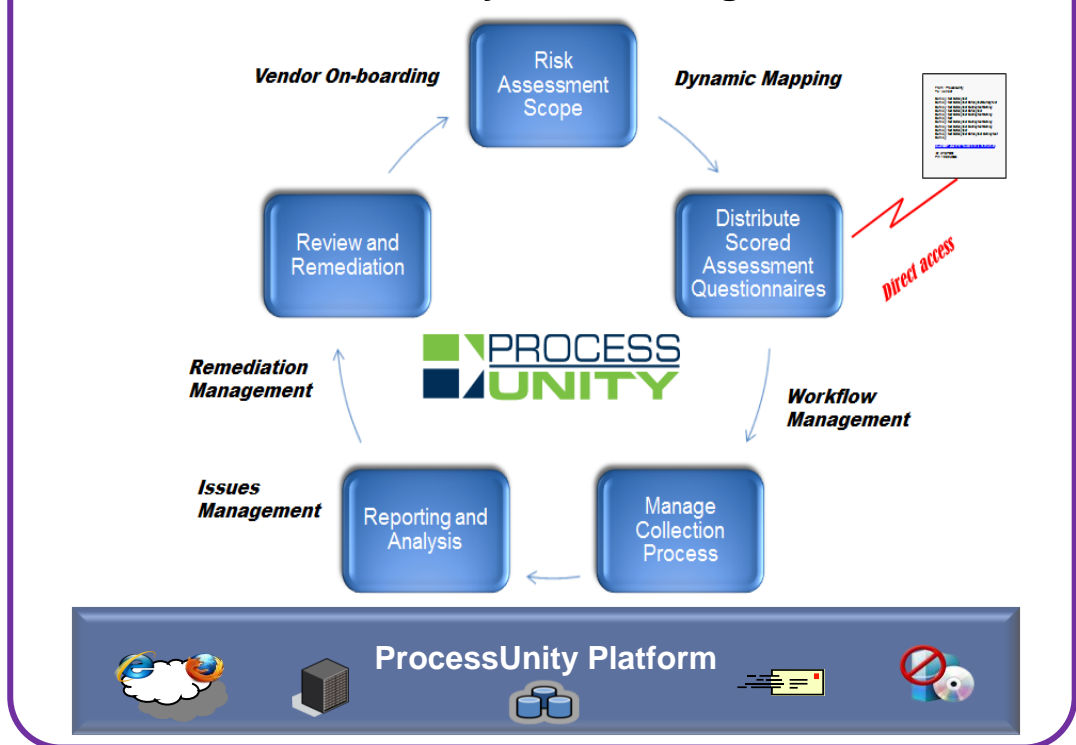
## Business Solution

- Implemented Vendor Risk Management solution
- Ability to build generic questionnaire templates
- Ability to score questionnaires based on responses, and provide a forced ranking
- Ability to automatically manage questionnaire workflow
- Custom findings templates to identify issues

## Impact Achieved

- Significantly reduced time and effort required to generate and distribute questionnaires
- Simplified the tracking of vendor responses, by implementing workflow capabilities
- Significantly increased management's visibility to potential third party compliance issues
- Eliminated redundant and potentially erroneous vendor data, by building a custom interface to the Ariba Procurement system
- Bank received positive reports from external Assessor on vendor regulations compliance

## Vendor Security / Risk Management



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