



relevance lab

CASE STUDY

SECURITY  
BREACH



Details

# KEEP RISK AND COMPLIANCE POSTURE ACCURATE WITH GRC

## Overview

An American publishing, education and media major migrated its risk and compliance task to ServiceNow GRC suite of applications to provide timely, comprehensive, and continuous information for auditing, reporting, and compliance purposes. As a result, the company reduced the phishing alerts by **20%** and saved the time required to complete the risk assessment and compliance tasks by **55%**.

## Challenges

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For an American publishing, education and media major; Governance, Risk and Compliance (GRC) has been a strategic initiative for managing corporate governance, enterprise risk management, and demonstrating corporate compliance. The client was carrying out the GRC related tasks manually making the overall process very tedious and time consuming.

## Solution Approach

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Client decided to migrate its risks and compliance tasks to ServiceNow GRC suite of applications to provide timely, comprehensive, and continuous information for auditing, reporting, and compliance purposes. Relevance Lab helped the client to carry out this migration. Here is the snapshot of this approach:



## Outcomes

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- No security breach was reported in 12 months period.
- Phishing alerts were reduced by **20%** in the last 6 months.
- By automating phishing alerts, remediation tasks, PCI DSS audits and policy attestation; time taken for these activities was reduced by **40%**.
- Time taken for GDPR, SOX audits, self-assessment, risk assessment and compliance practices was reduced by **55%**.