

TruOps Success Story: A Global Telecommunications Company

CaseStudy

The Client

This global telecommunications company specializes in vehicle telematics, which applies location information to different business applications.

The company delivers leading mobile technology platforms and solutions that help their customers become more efficient, productive, and safe. The company has more than 4,000 employees located in 15 countries.

The Challenges

After undergoing a successful rebrand, the organization conducted an evaluation of its risk management strategy. The company leadership identified several deficiencies in the areas of executive reporting, global risk posture, and regulatory compliance. To keep pace with global GRC trends, the company decided to implement an integrated risk management solution that would automate and simplify the organization's cumbersome workflows. The company's overarching GRC challenges included:

- 🔴 **Manual and time-consuming reporting practices** that delayed executive access to key data
- 🔴 **No central repository** for corporate policies and controls and unavailability of regulatory compliance intelligence
- 🔴 **A reactive approach** to identifying issues based only on external audits
- 🔴 **Lack of correlation** between corporate policies and regulatory compliance mandates
- 🔴 **Long turnaround times** in implementing new risk communication and awareness initiatives
- 🔴 **Inability to deliver** regulatory change management success to key stakeholders.

"Since moving to TruOps, we have simplified our approach to risk management with positive results. The decision to partner with TruOps has created greater trust and visibility regarding our organization's compliance posture."

- Global Telecom Company

TruOps, a respected industry leader with two decades of experience in security, governance, risk, and compliance (GRC), was chosen by the company to deploy its best-in-class GRC solution. TruOps' platform is a comprehensive, cloud-based solution that enables clients to manage multiple risk functions seamlessly using a single interface. The easy-to-use and fast-to-deploy platform combined risk management functionality with internal and external threat intelligence to give the company a holistic view of the organization's risk and drive automated actions.

As a result of its partnership with TruOps, the company was able to:



The Benefits

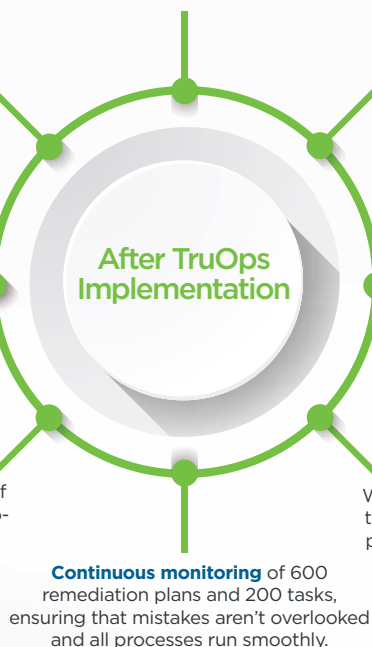
Since its deployment of the TruOps risk management platform, the company has realized the following benefits:

Over 25 audits' results are managed through TruOps—creating a more streamlined process to uphold compliance and proactively address any problems that arise.

Executive-level dashboard enabled the management team to make proactive decisions. On-demand access to the dashboard allowed for better communication and quicker solutions to issues.

Email notifications and escalations reduced manual follow-up by 90%. The executive team could focus on tasks that required their attention—while resting assured that proper protocol was implemented as scheduled.

More than 300 users are experiencing the benefits of the comprehensive, easy-to-use TruOps platform.



Automated issue and exception tracking processes increased efficiency of the risk and compliance team by 60%. Through automated tracking, the company reduced manual errors, empowering its team to focus on the most pressing issues.

Savings of more than \$150,000 in a two-year period increased financial security for the company.

Real-time tracking of more than 800 issues and 300 exceptions. With constant tracking, the company can solve problems more quickly and easily than ever.

Continuous monitoring of 600 remediation plans and 200 tasks, ensuring that mistakes aren't overlooked and all processes run smoothly.



TruOps has helped many clients to integrate and automate risk management processes in alignment with their business requirements, and we can help you, too. To learn more, visit www.truops.com.