

NAVEX™

NAVEX Customer Success Story

Mobile Messaging Company Outgrows Manual Regulatory Compliance



Highlights



INDUSTRY

Major Mobile
Messaging
Company



CHALLENGE

Meeting 250+
compliance mandates



SOLUTION

IT Risk and
Compliance Management

Solution

SINGLE-PRODUCT

NAVEX IRM

INTEGRATED RISK MANAGEMENT

Managing Compliance and Risk with NAVEX IRM

- Map requirements to controls, risk, policies and more for a holistic view of compliance
- Manage internal controls, and identify duplicate and ineffective controls
- Prove compliance with a defensible record showing who, when, how and why
- Monitor, analyze and treat risk with almost any risk management methodology
- Provide management with the right information to make risk-based, data-driven decisions

To learn more about NAVEX IRM® solutions or to schedule a demo, please visit www.navex.com or call us at

+1 866 297 0224.

Challenge: Manual Processes Couldn't Keep Up with Compliance Demand

A mobile messaging company was in hyper-growth mode – but it needed to mature its compliance program to keep pace with a growing list of regulations and B2B customer demands. The company had to comply with 173 contracts, 254 regulatory mandates and 9,700 contract demands.

The company's startup culture made things harder, because it thrived on tribal knowledge, undocumented processes and a shoot-from-the-hip management style. While that culture could thrive in a small startup environment with few compliance mandates, the company had become a subsidiary of a publicly traded company and counted four of the top 10 global brands as customers. Meeting even basic business requirements was becoming impossible to manage using manual processes like spreadsheets.

Fortunately, one advantage of startup culture is willingness to change. The company hired a seasoned CISO (Chief Information Security Officer) with CPO (Chief Privacy Officer) credentials who spearheaded efforts to develop a more streamlined, comprehensive approach to compliance.

Solution: NAVEX's GRC Platform, IRM

The mobile messaging company selected NAVEX's governance, risk management, compliance (GRC) platform, NAVEX IRM, for its capabilities in integrated risk management (IRM). NAVEX IRM enables organizations to gain a comprehensive view of their business and operations from a risk perspective—connecting individual risk disciplines and managing them in one centralized program.

By using NAVEX IRM, the company's CISO was able to assemble ISO/IEC 27001 controls, NIST SP 800-53 controls and a custom NIST control family to form the company's proprietary controls catalog. The advantage? One control complies with many regulations, a more streamlined way to comply. Also, ISO 27001 is more accepted in the EU and around the world. The company uses the standard for information security risk management – everything from root-cause analysis and corrective actions to rating operational and third party risks.

The company was also able to map controls to compliance mandates. The CISO accesses this feature when business requirements differ; for example, if one customer has a contract requirement while another customer requires the company to follow ISO, it's all documented in NAVEX IRM.

NAVEX IRM

INTEGRATED RISK MANAGEMENT

Integrated Risk Management

Integrated Risk Management (IRM) is the collection of practices and processes that offer a comprehensive way to identify, assess and prioritize risk throughout an organization. NAVEX IRM, a GRC and Integrated Risk Management solution from NAVEX, equips users and business leaders to manage risk from the endpoint to the enterprise.

NAVEX IRM's integrated risk management capabilities address eight business use cases:

- Compliance and policy management
- Vendor risk management
- IT risk management
- Continuous monitoring
- Business continuity management
- Operational risk management
- Audit management
- Health and safety management

At any time, the CISO can check the control record and see all the associated compliance mandates and contractual obligations that are managed by that control. When called upon by leadership to explain the information security program, the CISO can find the definitive answer in NAVEX IRM, which builds trust and contributes to a unified approach to compliance.

Results: What's Good for Compliance is Good for Business

The CISO used NAVEX IRM to transform the company's compliance program from spreadsheet-based startup mode to a streamlined, technology-driven compliance engine capable of meeting untold regulatory mandates and business requirements. The company accomplished the following:

- **Complex compliance.** Managed requirements of 173 contracts, 254 compliance mandates, and 9,700 contract demands with one technology solution: NAVEX IRM
- **Single source of truth.** One stop for all things related to information security and compliance
- **Efficiency gains.** Saved the time of 2 FT employees, using streamlined compliance processes and automation
- **Accuracy.** Built credibility by mapping authority documents and regulation citations to controls
- **Management approval.** CISO used reports and data generated in NAVEX IRM to support recommendations to management

For the CISO who built the company's information security program from the ground up, the early struggles are history. Compliance, once a weakness, is now a strength.

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programs and foster ethical workplace cultures.

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