# Transforming Compliance: Automated IT Risk Management with Unified GRC Solutions

**Industry:** Public Sector - Healthcare
**Company Size:** 500+ employees

**Business Problem**

*The client struggled to meet ISO 27001 and ISO 20000 compliance requirements due to manually managing over 500 artifacts across multiple locations. The absence of a centralized repository made oversight difficult, consuming excessive time and resources, and hindering regulatory adherence.*

## How Intertec Helped

Intertec provided specialized expertise to design and implement a unified control framework, integrated within the client's GRC solution. This framework enabled a more structured, automated approach to compliance and risk assessment.

- **Identification and Integration:** Identified and documented key control requirements, integrating them into the GRC system to establish a consistent compliance baseline.

- **Workflow Definition:** Created detailed workflows for each control, standardizing procedures across the organization for efficient, repeatable compliance activities.

- **Unified Solutions and Workspaces:** Developed designated workspaces and solution sets within the GRC system, providing a single interface for compliance management.

- **Issues Tracking and Risk Acceptance:** Established workflows and notifications for tracking issues, risk acceptance, and mitigation steps, enhancing accountability and follow-through.

- **Comprehensive Documentation:** Provided implementation guidance and documented processes to support long-term adherence and scalability.

## Business Outcomes Delivered

- **Centralized Compliance Management:** Implemented a Unified Control Framework to centralize compliance activities, streamline control assessments, and enable consistent reporting across all regions.

- **Scalable Compliance Framework:** Enabled scalable, automated compliance processes through a robust GRC solution configuration, allowing the client to manage increased compliance demands effectively.

- **Enhanced Compliance Visibility:** Consolidated compliance status dashboards and reports improved management's visibility into risk and compliance activities.

- **Reduced Manual Effort:** Minimized time and effort associated with manual audit processes and artifact collection, enhancing productivity and freeing up resources.

- **Single Repository for Artifacts:** Established a centralized repository for all compliance artifacts, simplifying access, management, and retrieval across the organization.

With these solutions, the client achieved a more proactive, streamlined approach to compliance and risk management, aligned with their broader IT governance goals.