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SAI360

*Delivering Integrated GRC Across Risk Domains*

SOLUTION **PERSPECTIVE**

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*Governance, Risk Management & Compliance Insight*

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## TALK TO US . . .

We look forward to hearing from you and learning what you think about GRC 20/20 research. GRC 20/20 is eager to answer inquiries from organizations looking to improve GRC related processes and utilize technology to drive GRC efficiency, effectiveness, and agility.

# SAI360

## *Delivering Integrated GRC Across Risk Domains*

### **Gaining Control & Visibility into Interconnected Risks**

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In today's business world's complex and ever-changing landscape, organizations confront an array of multifaceted challenges. These range from evolving risks and regulations to intricate operations, competitive dynamics, external partnerships, technological innovations, and the overwhelming flow of business data. This setting demands holistic visibility into governance, risk management, and compliance (GRC) contexts. This challenge extends to boards, C-level executives, and managers at all levels of the corporate structure.

The imperative for a 360° view and a nuanced understanding of GRC is more critical than ever. In a business world where risks are not isolated but are interconnected across the enterprise, it's essential to have risk agility and resilience to ensure the organization has minimal surprises in achieving objectives. Organizations must clearly see how objectives, risks, obligations, processes, and controls interact throughout their operations. This necessitates a strategic approach to GRC that employs technology as a facilitator and enhancer of business processes.

Breaking down the GRC framework as defined by the OCEG, there is a multifaceted and interconnected nature to GRC:

- **Governance.** This entails consistently achieving objectives across all organizational layers, including the entity, division, department, project, process, relationship, or asset level. Governance is about directing the organization towards its goals, ranging from strategic and operational to financial and ethical. It involves setting objectives, managing them effectively, and ensuring organizational performance.
- **Risk Management.** This aspect deals with managing uncertainty in achieving objectives. Effective risk management is about balancing risk-taking with value creation. It involves developing agility to foresee and navigate upcoming scenarios and building resilience to identify, contain, and recover from risk issues with minimal impact on the organization. This includes responding to current risks and anticipating future challenges and opportunities.
- **Compliance.** This is about acting with integrity and ensuring that the organization adheres to its commitments and obligations and other ethical objectives and values. This goes beyond regulatory compliance; it encompasses ethical standards, ESG (Environmental, Social, and Governance) statements, codes of

conduct, and contractual obligations. Compliance is also about ensuring that the organization's controls to mitigate risk are effectively in place and functioning.

In today's business environment, a segmented approach to GRC is no longer viable. Changes in one area can have ripple effects across the entire ecosystem, necessitating a comprehensive and contextual awareness of GRC processes. To navigate these complexities, organizations require GRC solutions that are agile, cognitively advanced, and integrated with business processes. These solutions must align seamlessly with organizational needs, providing innovative, contextually intelligent, accessible, and engaging processes and information. Such GRC solutions are designed to minimize their impact on business operations while ensuring deep insight and control over risks. They should integrate smoothly with the business, delivering the right information to facilitate organizational processes rather than obstructing them.

## Delivering Value with GRC Strategy, Process & Technology

In the rapidly evolving world of business, effectively managing risks and compliance is no longer just an operational necessity but a strategic imperative. Organizations today are tasked with navigating a complex landscape of internal and external challenges. These range from evolving regulatory requirements and shifting market dynamics to technological advancements and global disruptions. In such an environment, having a robust, agile, and comprehensive Governance, Risk Management, and Compliance (GRC) strategy is crucial. This requires an effective GRC framework outlining strategies for organizations to prevent, detect, and respond to risks, manage change efficiently, and maintain a resilient and compliant posture. By adopting these practices, organizations can safeguard their operations and reputations and seize opportunities for growth and innovation in an increasingly competitive and interconnected world. The following subsections provide a detailed roadmap for achieving this, encompassing everything from risk management and process automation to data privacy and third-party assessments.

Organizations need integrated GRC strategy, processes, and technology to:

- **Identify and Measure Risks to Objectives for Better Decisions.** A real-time, 360° view of risk across the enterprise is crucial for effective decision-making. This involves integrating data from various sources within the organization to provide a complete picture of the risk landscape, enabling better-informed decisions.
- **Proactively Manage and Mitigate Risk to Achieve Agility.** Organizations need to continuously monitor the risk landscape to stay ahead of potential threats and evolving regulations. This means having systems in place that identify current risks and predict future ones. Organizations should view risk holistically, considering all operational aspects to ensure a comprehensive risk management strategy.
- **Prevent, Detect, and Respond to Diverse Issues and Changes.** Organizations must identify gaps in their processes and detect problems early. This proactive approach allows teams to respond to emerging risks rapidly. It involves

implementing systems and protocols that continuously monitor for anomalies or potential threats. Organizations can effectively mitigate the impact of these risks by establishing a clear risk identification and response process.

- **Protect People and the Environment.** Creating a safety-first culture is paramount. This involves elevating the environment and sustainability performance, thus protecting the environment and human life. Implementing robust safety protocols and environmentally sustainable practices can also reduce costs.
- **Automate and Centralize GRC Processes.** Streamlining GRC processes through automation and centralization enables organizations to work more efficiently and confidently. Planning with perspective and employing technologies that integrate various aspects of GRC can significantly enhance productivity and decision-making efficiency.
- **Become Resilient and Get Back to Business.** Recovering quickly from business disruptions is vital. This involves having robust contingency and business continuity plans in place. By being prepared for potential disruptions, organizations can minimize downtime and resume normal operations more quickly.
- **Protect Reputation and Build Trust in the Organization.** Building a culture of compliance is essential for maintaining a strong reputation and building trust among stakeholders. This includes educating and engaging employees in compliance practices and ethical standards, thus fostering a culture of integrity and trust.
- **Address GRC in the Extended Enterprise.** Effective third-party onboarding, automated assessments, and continuous monitoring in one platform streamline the process of managing third-party relationships. This approach ensures that vendors meet organizational standards and reduces the risk of supply chain disruptions.
- **Gain Control of the Business.** Adopting best-practice internal controls and streamlining internal processes enhance the organization's ability to monitor, measure, and manage its operations. This approach improves efficiency, reduces risk, and enhances organizational performance.

**THE BOTTOM LINE:** The essence of successful GRC is a unified strategy with consistent processes supported by an integrated information and technology architecture that is agile and tailored to the business's specific needs. This requires easily configurable and adaptable technology capable of addressing the interconnected domains and processes of GRC and integrating with other systems and information sources. The ultimate goal is to demystify complex information, making it understandable and actionable, and provide comprehensive, straightforward insights into GRC within a context the business can use for decision-making and assurance.

## SAI360

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### Gaining Control & Visibility into Interconnected Risks

SAI360 is a GRC platform provider that GRC 20/20 has researched, evaluated, and reviewed with organizations that use it in distributed, dynamic, and disrupted business environments across industries and worldwide. SAI360 is an established player in the GRC, with a breadth of use cases and solutions to manage a range of risk and compliance processes. It can deliver solutions that address the depth of very targeted risk and compliance needs and an enterprise perspective to deliver integrated contextual awareness across GRC and interconnected risks.

GRC 20/20's evaluation, research, and interactions with SAI360 clients have determined the following:

- **Before SAI360.** Clients of SAI360 typically replace other GRC solutions they have found broken. Often, organizations consolidate a range of narrowly implemented GRC solutions as they look for a core integrated information and technology architecture for enterprise GRC. Others come to SAI360 from manual risk and compliance management processes buried in documents, spreadsheets, and emails or a combination of manual processes and siloed solutions. Such approaches are time-consuming and prone to errors, leading to significant redundancy in data and gaps.
- **Why SAI360.** Organizations choose SAI360 to have an integrated architecture to automate a range of GRC processes and facilitate broader contextual awareness of GRC. Clients required agility to adapt their GRC platform to their organization's established processes and needs.
- **How SAI360 is used.** Typical use cases for SAI360 span the GRC space. SAI360 has a broad range of use cases within its clients, allowing organizations to have a unified GRC management platform.
- **Where SAI360 has excelled.** Organizations state that SAI360 has improved the quality of their GRC information, reporting, and processes with a single source of truth from a common information architecture. This improves the organization's overall visibility into GRC contexts across the organization while also eliminating the overhead of managing manual processes encumbered by hundreds to thousands of spreadsheets, documents, and emails. Clients find that the solution is flexible to adapt to their organization's requirements, has the core capabilities needed, and allows them to grow and mature their program over time. They particularly appreciate the level of engagement and use by first-line business owners as it provides a centralized and consistent avenue for communicating and engaging the business on risk management.

## What SAI360 Does

GRC 20/20 finds that the SAI360 solution can grow and expand with the organization and adapt as the organization and its environments change, delivering GRC agility. It can be easily implemented to meet the needs of specific risk and compliance management processes and contexts or as the backbone for a fully integrated enterprise GRC platform. Many clients have used the platform's agility to build their own modules to manage GRC processes.

SAI360 offers a broad suite of solutions on the SAI360 platform that address various aspects of an effective GRC program. This empowers organizations to enhance compliance, risk management, ethics, and sustainability practices. Integrating SAI360's solutions into different areas of GRC provides a holistic approach to managing the myriad challenges modern organizations face.

The breadth of capabilities that SAI360 is used to address include:

- **Enterprise & Operational Risk Management.** In Enterprise and Operational Risk Management, SAI360 provides a solution that offers a real-time 360° view of risk across the enterprise and its operations. This enables better, more informed decision-making. The solution includes Risk and Control Self-Assessment functionalities, allowing organizations to proactively evaluate risk and control environments. Continuous monitoring of Key Performance Indicators (KPIs) and Key Risk Indicators (KRIs) ensures that organizations stay ahead of potential risks. Actionable analytics derived from this data provide valuable insights for risk mitigation strategies.
- **Compliance Management.** SAI360's Compliance Management solution is designed to foster a culture of compliance within organizations. It enables quick identification of compliance gaps, efficient detection of problems, and effective response to risks. The solution features a unified management system with configurable real-time dashboards, offering a clear view of compliance status across the organization. Automated workflows streamline compliance processes, ensuring swift action on compliance-related issues and enhancing overall compliance efficiency.
- **Ethics & Compliance Learning.** SAI360's Ethics & Compliance Learning solution engages learners with a mix of online and offline content, delivering compliance training experiences that are both informative and engaging. The platform covers over 20 compliance risk course topics, with customizable content to suit specific organizational needs. The training is available in multiple languages, making it accessible to a diverse global workforce. This approach empowers employees to make ethical decisions and fosters a culture of integrity within the organization. SAI360 delivers learning performance dashboards that are agnostic to the LMS used to analyze how employees engage with training. Metrics and Compliance data link back to Risks and findings as well. Over 5 million employees use training through the Learning functionality every year.



- **Digital Risk & Resilience in the Extended Enterprise.** SAI360 addresses the breadth of risk and resilience with capabilities across digital risk, third-party risk, and business continuity management. The solution ensures organizational resilience, manages critical third-party risk activities, and reduces the time spent on data privacy regulations and cybersecurity threats. The streamlined third-party risk management lifecycle simplifies and optimizes assessments and monitoring. The platform also includes an extensive regulatory content knowledge base, aiding in compliance with various regulations. In-depth business impact and risk assessments provide a clear understanding of potential risks and their implications on the business.

SAI360's suite of broad GRC capabilities offers a robust and comprehensive approach to managing the complex and interconnected challenges of governance, risk, compliance, ethics, and sustainability. By integrating these areas into a cohesive framework, SAI360 enables organizations to navigate the intricate landscape of modern business with confidence and integrity.

### *Core Capabilities in SAI360*

The SAI360 platform can be implemented to address the complex requirements of a broad GRC management program or for particular risk and compliance needs. SAI360 enables organizations to manage risk and compliance contexts in distributed, complex business environments. Some organizations often start by addressing a specific risk and compliance need (e.g., regulatory change, operational resilience) and expanding the implementation to address an enterprise perspective of GRC.

SAI360's core architecture capabilities make it a comprehensive and flexible solution for modern businesses. It embodies a modern approach to GRC, combining adaptability, innovation, and expert knowledge, equipping organizations to navigate the complexities of the current and future business landscape. These include:

- **Solution Configurability.** SAI360 offers an extensible data model with a customizable user interface, forms, and fields, allowing organizations to tailor solutions to their needs. This feature facilitates the extension of solutions through flexible relationships and fields, making it highly adaptable to various organizational processes. This configurability is crucial for businesses seeking a GRC solution that aligns with their unique operational landscapes.
- **Business Process Modeling.** The platform enables easy modification or creation of new processes, automating and streamlining risk, compliance, and audit activities. This capability enhances operational efficiency and accuracy by simplifying complex processes. Process modeling in SAI360 allows organizations to adapt their GRC practices to changing business environments seamlessly.
- **Data Visualization, Analytics, Dashboarding & Reporting.** SAI360 is equipped with many pre-configured dashboards for effective data visualization and analysis. This feature enables organizations to gain actionable insights from their data, supporting informed decision-making. Visualizing and analyzing data

comprehensively is critical to modern GRC practices, and SAI360 delivers in this area.

- **GRC Best Practice Content.** The platform comes preloaded with frameworks, control libraries, and regulatory content. This wealth of resources facilitates continuous engagement and relevance to best practices within organizations.
- **System Integration.** With its integration framework, including APIs, SAI360 integrates with various enterprise systems. This integration ensures that organizational processes are unified and coherent, enhancing the overall efficiency and effectiveness of GRC initiatives. Integrating existing systems is a significant advantage for organizations leveraging their technological investments.

Leveraging these core architecture capabilities, the SAI360 platform offers a range of GRC solution modules, each designed to address specific organizational needs and challenges, and it also works together into a common core GRC information architecture. These core solution modules are:

- **Enterprise & Operational Risk Management.** This module helps organizations proactively identify, assess, monitor, and respond to risks across their enterprise and operations. SAI360 Enterprise and Operational Risk Management streamlines risk mitigation processes, enabling data-driven decision-making. It provides a consolidated view of risk across various dimensions, enhancing transparency and facilitating local awareness and commitment through an integrated solution.
- **Operational Resilience & Business Continuity Management.** In an era where business disruptions are increasingly common, SAI360's Business Continuity Management module equips organizations to stay resilient. This module provides tools for gathering preparedness data, escalating operational and cyber events, and monitoring performance against key performance indicators (KPIs). It ensures that organizations are well-prepared to withstand and quickly recover from disruptions, maintaining operational continuity even in turbulent times.
- **IT GRC/Risk Management.** As technology threats and vulnerabilities evolve, SAI360's IT Risk Management solution is a critical tool. It automates risk assessments and enhances visibility into IT and cybersecurity risks. This module aids in prioritizing risk mitigation efforts and increases transparency for regulators and other stakeholders, ensuring robust IT risk management.
- **Third-Party Risk Management.** The Third-Party Vendor Risk Management module in SAI360 centralizes the management of risks associated with business partners and suppliers throughout the supply chain. It manages the entire lifecycle of third-party relationships, ensuring that organizations are fully aware of and can effectively manage the risks posed by their external partners.

- **Audit Management.** SAI360's Audit Management module empowers audit teams to work more efficiently and deliver deeper business insights. It streamlines the process of conducting internal audits, building trust and credibility among various stakeholders, and providing meaningful data beyond mere numbers.
- **Internal Control Management.** Managing internal controls (SOX compliance in that context) can be administratively burdensome. SAI360's solution simplifies compliance while helping teams achieve financial reporting accuracy and company objectives. It streamlines the reporting process, reducing the administrative load and enhancing compliance.
- **Incident Management.** While GRC solutions aim to prevent incidents, they still occur. SAI360's Incident Management module makes handling incidents straightforward for compliance teams. It provides seamless visibility and robust analytics, essential for stakeholders to manage and learn from incidents effectively.
- **Policy Management.** Policies play a crucial role in promoting ethical behavior and optimizing performance. SAI360 Policy Management enhances efficiency through configurable workflows, version management, and automated alerts. This module ensures that policies are up-to-date, relevant, and effectively communicated throughout the organization.
- **Regulatory Change Management.** With ever-changing regulations, maintaining compliance can be a challenging and costly task. SAI360's Regulatory Change Management module combines augmented regulatory content with intuitive workflow management, enabling compliance teams to manage regulatory changes efficiently and confidently.
- **ESG Management.** This module offers a comprehensive Environmental, Social, and Governance (ESG) management solution. It automates tracking of regulatory changes and their impact on workflows, streamlines data collection and analysis for ESG reporting, and operationalizes ESG processes. The module includes customizable dashboards for tracking, assessing, managing, and reporting ESG risks. It provides tools for conducting due diligence, integrating ESG reporting, and ensuring ESG compliance training for third parties.

These solution modules in the SAI360 platform automate a wide array of GRC areas. These modules provide comprehensive, efficient, and effective solutions to meet modern organizations' diverse and evolving needs.

## Benefits Organizations Can Expect with SAI360

Organizations moved to SAI360 because their manual, document-centric approaches took too many resources to administer, only addressed specific areas of risk and compliance, and found things slipping through the cracks because of the organization's continuous barrage of change and processes. Many organizations chose SAI360 because

their existing solutions were limited in what they could deliver and were too costly to maintain and own.

Specific benefits organizations can expect from implementing the SAI360:

- **Significant efficiencies in time through automation** of workflow and tasks, as well as reporting. One SAI360 client stated that they would have to add five FTE employees without the solution.
- **Reduction in errors** by automating specific or a range of GRC management processes and removing errors from these manual processes that result in the reconciliation of incomplete or incorrect assessments.
- **Fewer things slip through the cracks** as the solution can fully monitor risks and assign and track accountability and tasks.
- **Single truth source of truth and system of record** for all GRC management information and processes.
- **Collaboration and synergies** by providing a single platform with a consistent interface to manage GRC across business processes and services.
- **Consistency and accuracy of information** as all organizations, processes, and services are defined and conform to consistent GRC data standards and monitoring within a single solution that can integrate with internal and external systems and data feeds.
- **Accountability with full audit trails** of who did what and when; delivering value in fewer things slipping through the cracks - particularly with business managers who have become more accountable for risk and resilience in their functions.
- **Efficiency in reporting** in the organization as all information is integrated into a common architecture.
- **Increased visibility** as the organization and its processes and services can monitor the performance of objectives, key performance indicators, key risk indicators, and impact tolerances to see how they perform across the organization.
- **Comply with the range of global regulatory requirements** and mandates in the contexts of the organization and remain compliant in a dynamic and changing business environment.
- **Proactively respond to unexpected events** within the business environment to achieve and maintain high resilience and stay competitive.
- **Align business strategy** with the ability to change direction quickly and meet the constantly changing demands of the company.

## Considerations in Context of SAI360

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Every solution has its strengths and weaknesses and may only be ideal for some organizations in some situations. While GRC 20/20 has identified many positive attributes of the SAI360 solution to enable organizations to achieve consistent risk, control, and compliance management processes, readers should not see this as a complete and unquestionable endorsement of SAI360.

SAI360 clients praise the solution for delivering the capabilities they need to manage the complexities and processes across GRC use cases. They see they have achieved significant value in implementing SAI360 to bring all the organizations' GRC-related data and processes into one system. Clients praise SAI360 for its user experience and adoption/engagement by the line of business, not just back-office GRC functions. Clients have stated they would like additional reporting capabilities, particularly the dependence on BusinessObjects, which requires complex skillsets some clients do not have. SAI360 has responded to this and has deployed PowerBI integration to address this.

Organizations leverage SAI360 to deliver governance, risk management, and compliance in today's dynamic business environment. They find the organization to be very responsive to their needs.

## About GRC 20/20 Research, LLC

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GRC 20/20 Research, LLC (GRC 20/20) provides clarity of insight into governance, risk management, and compliance (GRC) solutions and strategies through objective market research, benchmarking, training, and analysis. We provide objective insight into GRC market dynamics; technology trends; competitive landscape; market sizing; expenditure priorities; and mergers and acquisitions. GRC 20/20 advises the entire ecosystem of GRC solution buyers, professional service firms, and solution providers. Our research clarity is delivered through analysts with real-world expertise, independence, creativity, and objectivity that understand GRC challenges and how to solve them practically and not just theoretically. Our clients include Fortune 1000 companies, major professional service firms, and the breadth of GRC solution providers.

## Research Methodology

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GRC 20/20 research reports are written by experienced analysts with experience selecting and implementing GRC solutions. GRC 20/20 evaluates all GRC solution providers using consistent and objective criteria, regardless of whether or not they are a GRC 20/20 client. The findings and analysis in GRC 20/20 research reports reflect analyst experience, opinions, research into market trends, participants, expenditure patterns, and best practices. Research facts and representations are verified with client references to validate accuracy. GRC solution providers are given the opportunity to correct factual errors, but cannot influence GRC 20/20 opinion.

**GRC 20/20 Research, LLC**  
4948 Bayfield Drive  
Waterford, WI 53185 USA  
+1.888.365.4560  
info@GRC2020.com  
www.GRC2020.com