G-Cloud 14

Service Definition - Wipro Third Party Risk Management Services

Managing Third Party / Supply Chain Risk

Protect your business processes, data, and brand by neutralizing threats from suppliers, and comply with increasing regulations all while being cognizant of security investments

Key Business Imperatives

Organizations are looking for an end-to-end cybersecurity implementation practices when working with third parties to ensure a truly resilient and secure supply chain security risk

Regulatory Compliance	Greater focus on **security and privacy regulatory enforcements** (HIPAA, DORA, NIS2 MPAA, CCPA, CPRA, GDPR, CMMC) and applies to Third Parties / Suppliers
Expanded Attack Surface	**Increased reliance on vendors** and third-party systems for managing **PII** and other **sensitive / confidential data** exposes organizations to additional attack surfaces and potential breaches
Specialized Threat Landscape	**Lack of visibility** into third party's security posture, with **advancements by adversaries** in developing new and sophisticated attack techniques, leaves business vulnerable to **attacks such as ransomware**

Our Solution to Mitigate Risk & Enable Business Growth

Third Party Risk Mgmt. (TPRM) Strategy & Benchmarking	Leveraging industry standards, best practices and maturity models, Wipro will assess your TPRM program against industry peers and provide strategy and recommendations for improving the program as part of an actionable roadmap
TPRM Technology Enablement & Intelligent Automation	Leverage Wipro's deeps technical and functional expertise to automate workflows, integrate with intelligence feeds and apply intelligent automation using AI/ML and RPA frameworks to reduce complexity and increase qualitative and quantitative efficiencies
TPRM Program & Process Development	Leverage Wipro's Third-Party Risk Management framework to design and implement program, processes, and controls to effectively manage and monitor supplier risk
TPRM Program Co-source / Run Support	Leverage Wipro's global scale and reach to augment your TPRM program with experienced TPRM practitioners or let Wipro run your TPRM program for you as a managed service on Wipro's infrastructure or in your environment

Estimates per service

2-4 Weeks	TPRM Strategy & Benchmarking
2-3 Months	TPRM Program & Process Development
3-6 Months	TPRM Technology Enablement & Intelligent Automation
Ongoing	TPRM Program Co-source/ Run Support

Highlights

Our Experience

- TPRM Integration Automation & Regulatory Compliance for one of the largest global banks
- TPRM Transformation for one of the leading Telecommunications and Media company

Alliances/Partnerships

- Platforms (ServiceNow, OneTrust, RSA Archer)
- Accelerators (BitSight, Risk Recon, CyCognito, Intsights, Country Risk Rating, S&P's Capital IQ)

Contacts

Europe:

- Luke K-Smith (Luke.kennedysmith@wipro.com)
- Joshy VM (joshy.m12@wipro.com)
- Bela Bhate (bela.bhate1@wipro.com)

Global:

- Ramkumar Narayanan (ramkumar.narayanan@wipro.com)

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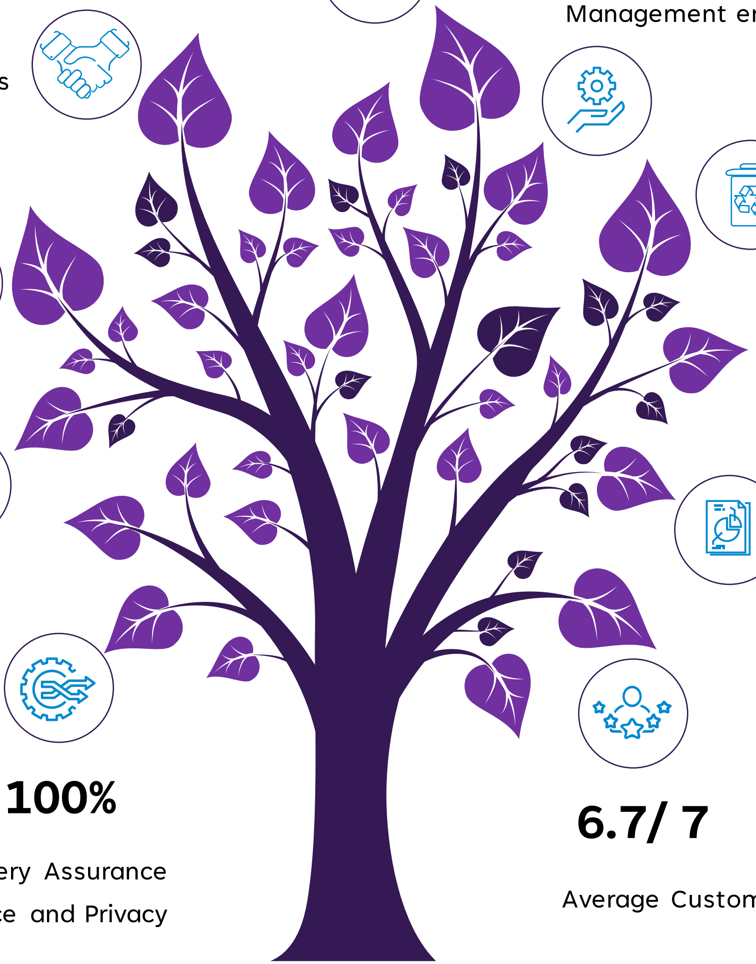
Our end-to-end Third-Party Risk Management capability



25+
Years of 3rd Party Risk Experience

360^0
Partnership with GRC Vendors

100%
On Time Projects Completion

1400+
Risk Compliance & Privacy Professionals, Globally

100%
Dedicated Competency & Delivery Assurance Team for Risk, Compliance and Privacy

50+
Active Risk, Compliance & 3rd Party Risk Management engagements in global delivery model.

15+
Solution CoEs

1500+
Projects Executed Globally

25%+
Reduction in cost in Managed Services deals

6.7/ 7
Average Customer Satisfaction

Our Service Portfolio

- Third party Risk Management Framework and Risk Model Definition
- Third Party Risk Profiling and Stratification
- Third party Security Program
- Third party Security Assessment, Remediation coordination and monitoring
- Third Party risk screening
- Third Party Due diligence & questionnaire assessment
- Third Party Risk Score Card
- Third Party Onboarding
- Third Party Relationship Monitoring
- Third Party Relationship Severance

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Our TPRM services & solutions

TPRM Strategy & Program Development

TPRM Program Management

TPRM “as a Service”

TPRM Program Automation

A Modular Pluggable Services

Strategy & Program Development (Consulting & Advisory)

- Current state maturity assessment
- Strategy and roadmap
- Program definition and roll-out

Program Management (Extended Team – T&M/Staff Aug)

- TPRM due diligence, contract reviews, assessments, (Onsite visits / remote)
- TPRM program management office (PMO)

Program Automation (Solution Implementation)

- TPRM tool selection
- Design and implementation to automate end to end TPRM program
- Integration with internal/external feeds

As a Service “Managed Services”

- End to end management of TPRM program

End to end services right from Consulting to management of TPRM program

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Wipro’s Third- Party Governance framework

Third Party On-Boarding	Third Party Classification & Profiling	Third Party Assessment	Relationship Monitoring	Relationship Severance
Third party Evaluation	Type of information and security of Data	Risk Assessment	Performance Monitoring (SLAs, KPIs)	Relationship Transition
Third party Due Diligence & Selection	TP Ranking based on Business Criticality	Due diligence and auditing	Performance Reporting (Dashboard)	Handover Management & information disposal
Third party Contract	Type of service provided	Remediation tracking & reporting	Issue Management & Escalation Process	Contract Termination

Third party Risk Profiling Criteria

Risk Related Criteria

- Financial
- Reputational
- Geo-political
- IT & Information Security Risk
- Business Continuity

Regulatory & Industry Requirement Criteria

- SOX, GDPR, GLBA, PCI, FDA, DORA, NIS2 etc.
- Conflict & Trade Restrictions
- AML, Anti Bribery, Fraud
- Consumer Protection & Data Privacy
- Environment, Health & Safety

Third party Management Automation

Performance Metric, Analysis, Quality Assurance & Reporting

Contract review & Auditing Third party relationship

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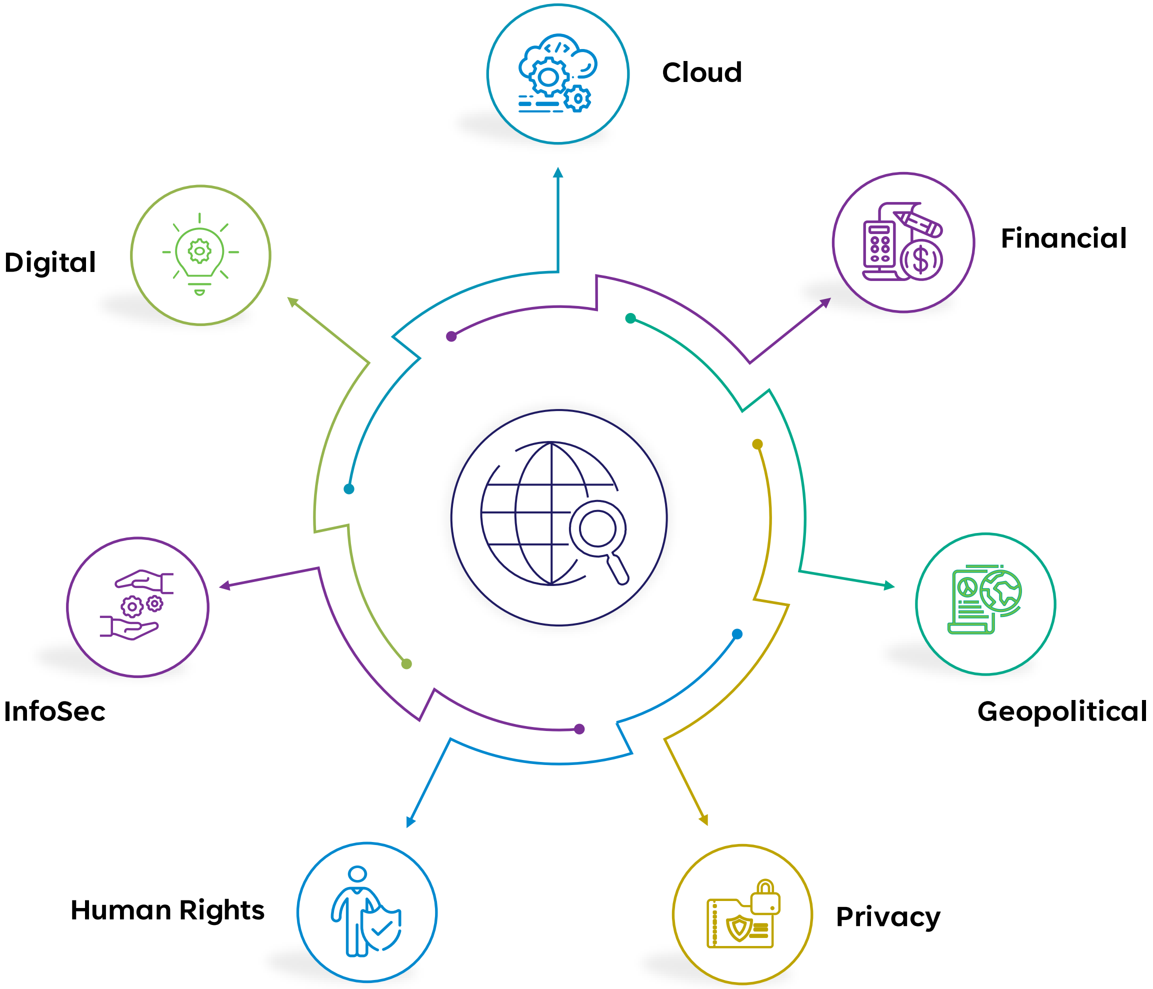
Wipro's TPRM – Enhanced framework

Key ERM Domains



Enhanced Wipro's TPRM Framework

Third-party/Vendor Classification

- Third-parties/Vendors classified as CSP, ICT provider etc. based on criticality

Enablers

- Assessments triggered based on vendor criticality
- Integration with external agencies & tools for risk intelligence

Third-party vendor Assessment

- Multiple questionnaires based on vendor classification
- Questions tailored based on selected enterprise risk domains, and vendor criticality

Third-party vendor Risk Rating Model

Inherent and residual risk rating based on

- inputs from initial vendor classification and subsequent assessments and
- applicable ERM domains

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Wipro's TPRM methodology

Business Impact Analysis (BIA)

- General Questionnaire for all domains

Due Diligence (DD)

- Generic Risk Analysis (GRA)
- Domain impact analysis
- Domain risk analysis (DRA)
- External Integrations

Third-party Criticality

- Risk profiling
- Domain risk score & Rating
- Tier categorization

Detailed Assessment

- Domain specific detailed questionnaire
- External integrations

Third-party Risk Score

- Overall risk score & rating

GRC Platform

Third-party criticality per enterprise risk domain

- Profiling based on domain, and
- Inputs from external sources

Third-party risk score

- Weighted average of number of failed controls, criticality of the failed controls, and remediation status (based on questionnaire response, and
- Inputs from external sources

Custom score per enterprise risk domain and overall average score across domains in scope

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Case Studies

Our Experience

Customer Profile	TPRM Maturity Assessment	TPRM Framework Development	TPRM Automation	TPRM As a Service	Duration	Geo Coverage	Scale of Engagement (Number of assessments)
Global Multinational Bank	●	●	●	●	5+ years	India, US, Latam, Europe, Sing, Malaysia	1200
Leading Financial Services Company			●	●	7+ years	UK, Germany, Swiss, France, Ireland	520
Leading Telecom & Multimedia Company	●	●	●	●	5+ years	US, Europe, India	245
Leading Oil & Gas Company	●	●			3+ years	US, Europe, India, Malaysia	82
Leading Consumer Goods Company	●	●	●		1+ years	US, India	45

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TPRM Integration Automation & Regulatory Compliance for one of the largest global banks

Challenges

- 245 Onsite Third-party Assessments in country region, expanded by global region requirement towards a centralized TPRM effort, towards controls compliance and regulatory audit reviews
- Remediation Coordination and Risk Tracking to closure
- Evaluate the risk posture of One Thousand vendors spread across the Geo's towards Banking Industry regulatory differentials and Data Privacy
- Performing the assessment and identify the risks and gaps with respect to compliance, whilst provide remediation controls to mitigate and manage the risks and increase the compliance level
- Track the remediation to closure and provide the overall risk posture.
- Identify and implement automation to increase the efficiency of third-party risk management program

Solution Highlights

- Wipro leveraged the TPRM framework to updated the client's vendor review process and classified the vendors based on the client criticality by vendor, in a centralized risk score card measurement which supported client's objective assessment
- Validate the controls by reviewing the documents and visit the location for physical verification of operationalization of controls, whilst also using where necessary and criticality dictated a remote onshore/offshore review
- Identify the gaps and rate the risks associated to the control failure. Recommend controls to mitigate the risks and address the gaps, follow up to track the remediation for closure
- Report the overall risk posture of the vendors by region and globally to the client management and adherence to Corporate Governance controls and local objectives in regulatory variances
- Automated the processes using Archer GRC tooling

Value Delivered

- Mature and comprehensive Third-party risk management framework, which reduced cost overheads and gaps in Teams across multiple regions towards TPRM, whilst able to focus on those larger TPRMs and controls compliance where necessary
- Effective execution of assessments across the vendors spread across the Geo's to support an objective response against Corporate Policy, Verses regional variances due in the main to regulatory compliance e.g. GDPR/Data Privacy, Cyber Resilience as well as IT integration
- Automated process and integrated view of risk and compliance posture of third party
- Effective tracking of the remediation of the third-party risks and focus areas

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GRC Program Transformation for one of the leading Telecommunications and Media company

One of the leading Telecommunications and Media conglomerates wanted to transform their 2nd line of defense function across process and technology to better serve their business. Emphasis was on getting the most ROI out of technology investment and building a sustainable program.

Strategy & Design (2019)

- Assessment of GRC process across multiple stakeholder groups (Risk, Compliance, Privacy, TPRM, threat Modelling)
- Rationalization of multiple tools and platforms being used to support different risk and compliance functions
- Development of future state processes
- Design of wireframes for ServiceNow platform enablement and POCs for processes to be automated

Implementation (2019-2020)

- Implementation of agreed-upon process designs in ServiceNow
- Integration with third party tools (BitSight, Dun&Bradstreet, LookingGlass, and Qualys) to augment existing workflows
- Development of notifications and reporting functionality for all stakeholders to enable closed loop processes
- Development of communications, training and awareness plans for rollout of platform to users across the enterprise
- Development of executive Tableau dashboard for board reporting

Intelligent Automation (2020-2021)

- Identification of automated workflows, that were candidates for intelligent automation based on quality of data
- Implementation of Artificial Intelligent and Machine Learning capabilities within ServiceNow platform across the following process areas:
- **TPRM using Conversational AI** for Risk Assessments
- User Access Review using RPA to manage 8000+ application reviews
- Risk and Compliance using Intelligent Issue Management and Remediation

Advanced AI Capabilities (2022-)

- Support implemented process enhancements to raise maturity of processes and align with changes to regulatory landscape
- Managed services support to upkeep ServiceNow platform implementation
- Co-source services to support operations for Third Party Risk Management and Compliance activities
- Holmes integration to drive process automations across GRC, TPSA, and Privacy landscapes
- Automate and streamline TPSA BAU
- Centralized executive reporting by enabling integration

Benefits

- 30% **Reduction** in cost of operations (reduction of 6 contractor resources)
- 40% **Increase** in operational capacity for exceptions program
- 70% **Reduction** in call, chat and/or email inquiries regarding processes
- **Amplified** dashboards and reporting provided greater visibility into risk
- **Eliminated** human errors via machine-run tasks

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Cybersecurity Risk Services – Key Statistics

55%
Fortune 100 companies

650+
CRS clients across the globe

10+
Industries

25+
Years experience

10,200+
CyberSecurists

114+
Pending and issued patents

46
Automation platforms and accelerators

12
Cyber Defense Centers

Our vision: “Enabling the World’s Best Organizations to Achieve a Resilient Cyber Future”

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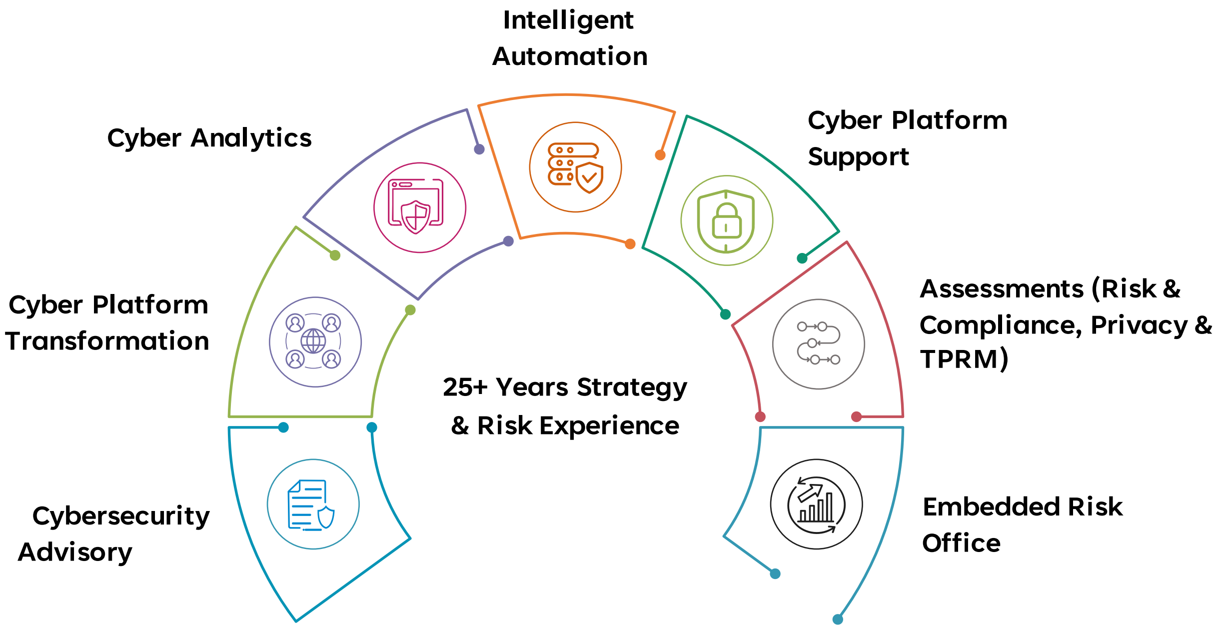
Strategy & Risk Advisory Practice Overview



Customers

300+ active customers.

Competencies

1400+ Strategy & Risk Professionals

- Risk & Compliance
- Data Privacy
- ERP Security
- Security Architecture
- Industry Security
- Cyber Resilience

Partners

- ServiceNow
- RSA
- MetricStream
- SAP GRC
- OneTrust
- Risk Recon
- Panaseer
- Axio
- Risk Lens
- BigID
- BitSight
- CyberGRX

Engagement Models

- Strategy & Consulting
- Solution Integration
- Managed Services and As a Service

Recognition

Forrester, IDC, Gartner, Everest Group, Business & Innovation

Emerging Focus Areas | GRC Automation | Cyber Resilience | Cyber Engineering & Integration Services | Third Party Security Assurance Services | Risk Quantification | Data Privacy Automation

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Thank you.

Kindly contact us at the following Wipro email id for any further information and engagement related details.

Email - publicsector-uki@wipro.com