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Insight4GRC

Cloud based governance, risk and compliance software.



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Service delivery overview

Insight4GRC is RSM's cloud-based governance, risk management and compliance (GRC) software suite. Insight4GRC utilises proven and market-leading technologies.

Insight4GRC is a cost effective GRC suite of software that provides management teams with the tools needed to monitor, and report on enterprise-wide risks, track assigned actions, enable employee awareness and facilitate company policy acceptance in an efficient manner.

Insight4GRC is supported by our own software house and Governance, Risk and Compliance team. This enables an integrated consultative approach from design, development, implementation, to operation and embedding, combining leading edge software with practical GRC know-how.



Insight4GRC utilises a versatile scalable solution that can be configured for a wide range of GRC processes for different sizes of organisations. Below is an illustration of the various GRC process that clients can use the Insight4GRC solutions for.

Risk Management Frameworks

- Strategic Risk.
- Operational.
- Project/Programme.
- Specialist Risk, for example.

Control/Compliance Frameworks

- Strategic/Operational Risk.
- Internal Control Frameworks.
- IT Security.
- ISO.
- Regulatory Compliance Frameworks.
- Pension General Code.

Document Management

- Policy, Procedure, SOP, Guidance documents storage, maintenance and deployment.
- Board/Committee Papers and deployment.
- Business continuity impact analysis and plan documents management and deployment.

Action Tracking

- Risk & Issue Action Tracking.
- Audit, Regulatory and Compliance Actions.
- Board and Committee Actions.
- Management Actions.
- Project Actions.

Forms and Feedback

- Staff/Customer feedback forms and surveys.
- Incident/breach reporting.
- Declarations of interest, gifts and hospitality submissions.
- Internal Control Questionnaires.

Performance

- Key Performance Indicator Management.
- Key Risk Indicator Management.
- Operational Measure Management, i.e. Sales, Support, Delivery Targets.

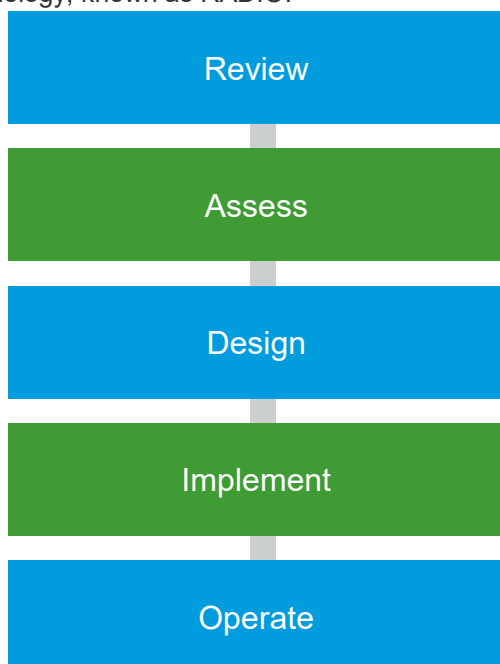
Detailed service definition

Our approach

Insight4GRC utilises proven and market-leading technologies and combines these with Governance, Risk and Compliance (GRC) experience.

This enables an efficient and integrated approach from design, development, change and implementation, to the operation and embedding of enterprise-wide governance, risk and compliance arrangements within any sector.

To achieve the above we follow a tried and tested methodology, known as RADIO:



All phases of the above will be considered in our approach to ensure that each organisation achieves the outcomes desired.

We would, in helping any organisation, review the client's requirements against our service offering and clarify any points we are unclear of to ensure a smooth implementation.

As part of our service, it is standard to include:

- Progress reviews.
- Collaborative working.
- On-going support.

Outputs

The Insight4GRC platform delivers a defined set of outputs:

- Insight4GRC suite access and use of the RSM cloud Governance, Risk and Compliance Solution. The suite includes online reporting and overview dashboards providing an efficient insight into your governance, risk and compliance issues and providing drill down facilities to increasing levels of detail.
- Creation of and improvements in an organisation's efficiency with regards to GRC.
- Improvements in an organisation's risk management maturity.
- Improvements in an organisation's governance maturity;
- Culture change and fit.
- Efficient and effective GRC management information system.
- Organisation system changes and transformation.
- Strengthened accountability.
- Enhanced and more focused reporting on governance, risk and compliance, including risk registers, action plans, policies and board assurance framework.
- GRC learning and knowledge at all levels of the organisation, supplemented with training including on-line training.
- Efficient sharing of key policies, procedures, board papers across the organisation.
- Real time access to compliance and performance information.

In delivering the above outputs our software products enable users to successfully achieve the following outcomes:

- Obtain a complete, real-time view of their enterprise governance, risk and compliance arrangements.
- Increased GRC efficiency, reducing administration time and cost.
- Increased GRC effectiveness, focusing on outcomes and increasing accountability.
- More likely to spot and seize opportunities identified.
- Less likely to suffer from unexpected loss.
- Demonstrate good governance and increase 3rd party confidence.
- Have enterprise wide GRC position available at the touch of a button.
- Increased level of assurance for managers, directors, Audit Committee and Board.
- Manage and reduce vicarious liability.
- GRC excellence – using leading technology coupled with experienced GRC consultants.

Many of our products allow export of data either manually or via the API to supplement the extensive menu of reports.



Service constraints

Standard software updates will normally be undertaken outside of working hours. RSM UK will endeavour to provide you with at least two weeks' notice ahead of any planned updates.

If there is an urgent need to carry out maintenance and/or housekeeping inside working hours, RSM UK will make the best efforts to seek authorisation in advance with the key Customer contact and agree a timetable for deployment

Implementing the software

We have a dedicated implementation team. We support our clients from the get-go through to go-live. A member of the team will be appointed as implementation lead and they will be your single point of contact through the implementation.

The key stages of any implementation include:

- Kick off/planning call/meeting.
- Initial site configuration.
- Data migration.
- Admin user training.

We advise on a two-week time from agreeing the call off agreement to beginning the process outlined above.

Data backup, restoration and disaster recovery

The Insight4GRC platform performs nightly encrypted backups of all client data to two separate locations within the UK for redundancy and disaster recovery. Business Continuity Plans are in place including a disaster recovery plan to restore both application servers, database servers and all client data to a new infrastructure in the case of a complete outage of our hosting services.

Service management details

The team that will support the delivery of our Insight4GRC service are all highly experienced professionals. They work with a diverse range of clients from all sectors, including global manufacturers, energy businesses retailers, central government departments, local government, housing, education, the NHS, justice departments and police as well as a large number of corporate businesses. The team are very used to working in high profile and demanding environments, and therefore the team enthusiasm for what they do creates an unrivalled resilience and pride in their work, which in turn benefits the clients with whom we work.

Our team includes staff with a significant practical experience; many have worked in the corporate and public sector prior to consulting. Their qualifications, full membership or affiliations, include, as examples, Chartered Accountants, Institute of Risk Management, PRINCE2, Chartered Internal Auditors, Chartered Environmentalists, as well as registered fraud practitioners. This eclectic mix ensures that we have the right level of experiences and capability that can be drawn upon to support assignments.



Your contribution

The level of contribution by an organisation will be dependent on the scale, nature and complexity of the assignment for which you would seek support.

We have found that in all cases the best outcomes are achieved by working jointly. We have identified the areas where organisation contribution would be required:

- Scoping and project management inputs
 - We would, in helping any organisation, understand the scope of the project and confirm whether Insight4GRC is the right solution or suggest an alternative for them to consider.
- Insight4GRC
 - There will be some staff time required for training in use of Insight4GRC. However, the training sessions are not lengthy, as the system is very intuitive, backed up by user guides and direct access to the implementation team, as well as a fully manned support desk, post implementation. However, RSM continue to liaise extensively with the Insight4GRC client base and users to assisting with product development and ensuring that clients / users are getting the most from the Insight4GRC suite.

Business context

The acquisition of the Insight4GRC software has led to evidenced improvements within clients in efficiency and effectiveness in their management of governance, risk and compliance. The benefits to organisations include:

- Obtaining a complete picture of their enterprise governance, risk and compliance.
- Increased GRC efficiency, reducing administration time and cost.
- Increased GRC effectiveness, focusing on outcomes and increasing accountability.
- More likely to spot and seize opportunities identified.
- Less likely to suffer from unexpected loss.
- Demonstration of good governance increases 3rd party confidence.
- Enterprise wide GRC position available at the touch of a button.
- Increased level of assurance available for managers, directors, Audit Committee and Board.
- Manage and reduce vicarious liability.
- GRC excellence – using leading technology coupled with experienced GRC consultants.

Trial, implementation and technical requirements

Availability of trial service

We do offer a trial service of our Insight4GRC suite for a limited period only. We offer access to materials, existing users, case studies, webinars, our trainers and implementation consultants.

The pre-purchase time is a key element to the future use of Insight4GRC. It is always in our interests to ensure that organisations embarking on the Insight4GRC implementation are suitably prepared and that the system will meet their needs. It is not in our interest to have organisations purchase Insight4GRC and then soon feel it is not appropriate for them.

Onboarding and off-boarding

In all instances a project plan will be agreed with the client to facilitate all on-boarding and off-boarding. This will incorporate initial system configuration, training and where required data import / export. Progress of the project plan will be kept under review by the lead consultant coupled with a review by the Insight4GRC partner responsible to that the project is progressing as required and that quality is being maintained in our service provision.

Technical requirements

As our software is provided as a web-based service, the technical requirements are minimal and are as follows:

- Minimum requirements:
 - Google Chrome & Edge: two most recent major versions
 - JavaScript enabled
- Recommended:
 - Google Chrome & Edge: two most recent major changes



Service levels

We aim to provide the highest levels of service to our users. All software development, enhancement, release, hosting and support functions are covered by our ISO 27001 certification.

The RSM UK Service Desk will respond to all duly submitted service requests or incidents within 2 working hours.

Target resolution times

Incident type	Definition	Target resolution time
Priority 1 – Highest	The whole application is unavailable, preventing the Customer continuing core application activities	4 working hours
Priority 2	Incidents which do not prevent the Customer continuing core application activities	7 days
Non-incident	General enquiries	N/A

Service availability targets

Service	Availability targets
Software service provision	99.8%
Software support service provision (via telephone)	95% of calls to the RSM UK Service Desk to be initially responded to within 2 working hours. Calls must be made direct to the service desk number.
Software support service provision (via email)	95% of emails / portal submissions to the RSM UK Service Desk to be initially responded to within 2 working hours.

Support availability (including hours)

During the RSM UK Service Desk operational hours of Monday to Friday 9am to 5pm, service requests or incidents should be made by the support contacts to the RSM UK Service Desk on 0845 601 8890 or emailed to support.ss@rsmuk.com.

Training

Knowledge transfer is imperative to enable the successful implementation of the Insight4GRC cloud-based software suite, as well as embed risk management and governance arrangements within an organisation.

We will develop a training programme for you based on the software products of our Insight suite that you require, and this will be supported by guidance materials. Support to users is also made available via the RSM software solutions support desk.

Furthermore, an active Insight4GRC user forum exists which is hosted and facilitated by RSM, allowing for an exchange of ideas between users, points of reference and refresher training in the use of Insight4GRC via online materials. In addition, there is the Insight4GRC annual user conference. This focuses on ensuring attendees are kept abreast of Insight4GRC developments. Supplementary training and support are available as an addition purchase.

After sales support

A member of the team will be responsible for providing you with an after sales service. This will include keeping you informed of upcoming releases, user events and relevant content from the wider firm. Being part of a larger firm, you will also have the option of being kept informed of seminars, publications and thought leadership from the wider firm.

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