

# *Synechron*

## **Governance, Risk and Compliance (GRC, IRM, BCM,TPRM)**

G-Cloud 15 – Lot 2a: Infrastructure Software  
as a Service (iSaaS)



16,000+

Team members  
Globally

200+

Marquee Financial  
Clients

58 Offices

Across 21  
Countries



Additional Synechron Practices to support customer growth.

**Cybersecurity**

Safeguard your data with leading cybersecurity services.

**Artificial Intelligence**

Innovative and transformative AI solutions to grow your business.

**Digital**

Creating simple, intuitive user experiences that people love.

**Data**

Helping enterprises move to modern data solutions and deliver analytics at scale.

**Software Engineering**

Augmenting technology by creating scalable solutions for complex problems.

**Cloud & DevOps**

Comprehensive services, from enterprise strategy, to DevSecOps, and large-scale application modernization.

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# Service Overview

## Governance, Risk and Compliance (GRC, IRM, BCM,TPRM)

This ServiceNow SaaS offering provides a comprehensive Integrated Risk Management (IRM) suite tailored for public sector organisations. The service encompasses Governance, Risk, and Compliance (GRC), Third-Party Risk Management (TPRM), and Business Continuity Management (BCM) to create a unified resilience framework.

The service delivery is consultancy-led, offering expert design and implementation to align the platform with specific regulatory requirements and best-practice methodologies. Ongoing support ensures that governance frameworks remain effective and scalable as organisational needs evolve.

Key features include:

- **Automated Risk Assessments:** Streamline risk identification and scoring to prioritise critical threats.
- **Vendor Lifecycle Oversight:** Manage third-party risks from onboarding to offboarding through a dedicated portal.
- **Operational Resilience:** Develop and test continuity plans to ensure rapid recovery from disruptions and strengthen resilience
- **Real-time Monitoring:** Utilise dashboards and reporting for continuous visibility into the organization's risk posture.

By integrating these disparate functions, organisations eliminate data silos and strengthen overall operational stability.

### Contact details

For all further enquiries, please contact:  
[UKPublicSector@synechron.com](mailto:UKPublicSector@synechron.com)

# Service Features

- Integrated GRC, third-party risk and business continuity SaaS platform
- Consultancy-led service design tailored to public sector requirements
- Third-party risk assessment, monitoring and assurance workflows
- Business continuity planning, testing and resilience management tools
- Data-fed configurable governance frameworks aligned to recognised standards
- End-to-end implementation from discovery to live operation
- Secure cloud hosting meeting UK public sector compliance requirements
- Configurable management dashboards and reporting for oversight and assurance
- Ongoing service support and continuous improvement consultancy
- Best-practice templates, patterns and pre-configured industry designs

# Service Benefits

- Improved governance visibility and executive decision-making
- Reduced organisational risk and cost through proactive management
- Stronger regulatory compliance and audit readiness
- Enhanced resilience through effective business continuity planning
- Better control and oversight of third-party risks
- Faster implementation using proven templates and patterns
- Scalable solution adapting to organisational change
- Consistent risk and compliance processes across departments
- Ongoing expert support ensuring continuous improvement
- Certified industry experts with decades of experience in regulated industries

# Pricing Options

We have a rate card aligned to capability and skill level that excludes VAT, Travel and other materials. we offer Time and Materials (T&M) and/or Managed Service with monthly subscription options.

## Why Synechron?

### Long Term Goal Alignment

Our business model is founded on long-term strategic partnerships with clients across the public and private sectors. The majority of our engagements are delivered on a multi-year basis, supporting large and complex organisations through sustained transformation programmes. We work with clients from initial strategy and discovery, through design and implementation, and into ongoing optimisation and continuous improvement. A key objective of our approach is to build internal capability, embed sustainable ways of working, and ensure long-term value beyond programme delivery.

### Partnership Approach

We focus on understanding both your organisational outcomes and the technical delivery of the platform. Dedicated programme and delivery managers, supported by a stable delivery team, are assigned to each engagement. Our senior leadership team remains actively involved throughout the programme lifecycle, providing oversight, assurance, and strategic alignment. As our understanding of your operating environment develops, we adapt programme scope, plans, and deliverables to reflect emerging priorities and change. Transparency, trust, and accountability are embedded within our delivery model, supported by open communication, shared prioritisation, and timely decision-making.

### Long Term Engagement Model

Our engagement model supports a structured, multi-year programme lifecycle encompassing assessment, design, implementation, transition, and post-implementation support. We scale delivery capacity in line with demand and evolving requirements. We invest continuously in our people through training, professional development, and formal certification to maintain high standards of delivery. Where required, we can source specialist skills or additional capacity, including globally, to address specific or emerging needs while maintaining continuity and quality.

### Governance and Relationship Management

We establish a joint governance framework and steering group to oversee delivery against agreed scope, timescales, quality standards, and budget. Governance focuses not only on contractual deliverables, but also on supporting organisational change and adoption. Risks, issues, and dependencies are identified, escalated, and managed through formal governance processes, with regular delivery checkpoints and internal assurance reviews. We bring extensive experience of implementing platform operating models and governance structures for large, highly regulated organisations, and our reporting frameworks are designed to meet public sector assurance and compliance requirements.

### Knowledge Transfer

Knowledge transfer is central to our long-term approach, enabling client teams to become increasingly self-sufficient over time. We support this through structured handover, shadowing, documentation, and skills development. Our internal Academy provides training resources that can be deployed to client teams, and we can design bespoke learning and education programmes aligned to specific roles, responsibilities, and operational needs.

### Cultural and Values Alignment

Our organisational values reflect extensive experience working in highly regulated environments. We place strong emphasis on regulatory compliance, security, data protection, and professional integrity. We actively seek to understand your organisational culture and values, and we align our ways of working to support effective collaboration and stakeholder engagement.

### Co-Creation and Collaboration

We work collaboratively with clients to co-create roadmaps, solutions, and delivery plans. Structured workshops and co-creation events are used to ensure stakeholder perspectives are captured and priorities translated into practical, achievable transformation plans. This collaborative approach continues throughout all phases of the programme.

### Investment

We invest significantly in innovation and in the ServiceNow platform, including training, certification, and thought leadership. We work closely with ServiceNow to influence platform roadmap and capability development. In parallel, we invest in our own frameworks and offerings across areas such as AI and agentic AI, data and analytics, governance, security, operating models, enterprise architecture, and agile delivery.

# About Synechron

## Synechron - delivering outstanding outcomes in highly regulated environments

The Synechron ServiceNow Practice is a powerful force in the ServiceNow ecosystem. With deep expertise in highly regulated sectors including government. Our combined team brings together an unparalleled range of specialist AI skills, enterprise-scale delivery strength, and a sharp focus on innovation.

Together, they enable large scale organisations to accelerate transformation, unlock platform value, and drive real end user outcomes across the ServiceNow landscape.

### **Transforming the end user experience**

At Synechron, we believe in the power of digital to transform government and businesses for the better. Our global consulting firm combines creativity and innovative technology to deliver industry-leading digital solutions. Synechron's progressive technologies and optimization strategies span end-to-end Artificial Intelligence, Consulting, Digital, Cloud & DevOps, Data, and Software Engineering, servicing an array of noteworthy organisations to deliver better end user outcomes.

Through research and development initiatives in our FinLabs we develop solutions for modernization, from Artificial Intelligence and Blockchain to Data Science models, Digital, cloud-native, mobile-first applications and more.

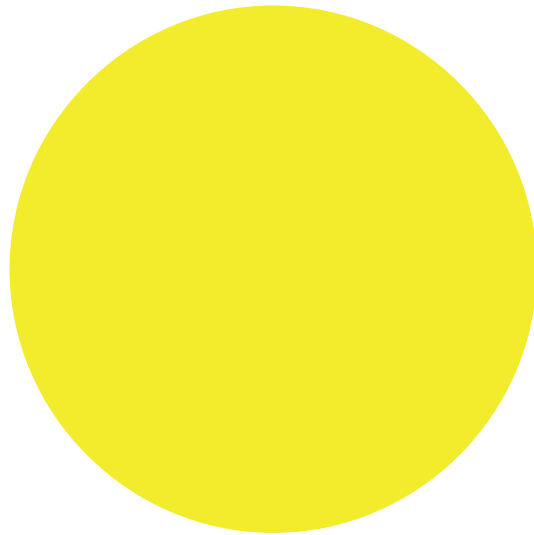
### **Global resource, local delivery**

Over the last 20+ years, our company has been honoured with multiple employer awards, recognizing our commitment to our talented teams. With top clients to boast about, Synechron has a global workforce of 16,500+, and has 58 offices in 21 countries within key global markets. For more information on the company, please visit our website or LinkedIn community.

**servicenow**



# *Synechron*



Synechron Limited,  
Level 7,  
95 Gresham Street,  
London EC2 7NA

## **Contact details**

For all further enquiries, please contact:  
[UKPublicSector@synechron.com](mailto:UKPublicSector@synechron.com)