

# Customer: Large Healthcare Provider

## Solutions: Continuous Controls Testing with Customized Control Library



### Situation Summary

A large healthcare provider was using SharePoint, spreadsheets, emails, and face-to-face meetings to gather information on status of controls and attestations. They had no internal control testing; a trust but not verify scenario that many organizations find themselves in. All control changes required internal audit review and often external audit review.

The company wanted to create a custom control library that would serve as the core of their risk management program. They needed an enterprise solution that could automate annual attestation of IT general controls plus accommodate workflows for the new control process. They were keen to add the 'verify' element to their controls testing.

### Solution

The customer added Rsam's Continuous Control Testing module to their existing Rsam implementation, which included Policy management, Exception Management, Risk Register, Vendor Risk Management and more. With Continuous Control Testing, they can automate ongoing control testing activities associated with industry regulations and standards. Rsam empowers them to track a library of controls and control tests. Testing teams can manage their own unique control test plans, from scoping and documentation to execution and certification.

### Results

The organization said the solution helps them save a huge amount of time and gain efficiencies every year. This includes time Control Owners will save by not having to attend meetings and manually capture attestations. They also expect to significantly reduce their overall risk posture due to:

- Integrated view of risk management tactics against Customized Controls Library
- Controls Testing
- Centralized, trusted repository of information
- Centralized system of record for auditors to leverage

### About Rsam

Rsam is a leader in the field of Governance, Risk, and Compliance (GRC) solutions and is the fastest time-to-value GRC provider. The Rsam platform delivers unparalleled flexibility for companies to leverage out-of-the-box solutions and "Build Your Own" (BYO) applications for a wide range of GRC functional areas, including audit, business continuity management, compliance, enterprise risk, IT risk, incident management, operational risk, policy management, security risk intelligence, vendor risk management, regulatory change management and more. Learn more about Rsam at <http://www.rsam.com>