

Evalueserve Derives Dramatic Efficiency Gains from Archer[®] Suite



Evalueserve is a global professional services provider based in Switzerland that offers consulting, research, analytics and data management services to clients across a range of industries. Due to the nature of Evalueserve's work, the company handles a lot of its clients' strategic, business-critical data, which exposes both Evalueserve and its clients to security and data privacy risks, according to Sachin Jain, Evalueserve's global CIO and CISO. The company uses Archer[®] Suite to manage these risks and maintain compliance with global regulations and internal policies.

Jain says Evalueserve chose Archer Suite for a variety of reasons. For one, decisionmakers liked the modular, use case-based approach, which allows them to select and deploy the use cases best suited to their most pressing risk management and compliance challenges, rather than having to deploy an entire GRC solution all at once.

The tight integration among the different use cases was another important selling point for Evalueserve. "This is a differentiator in a world where digital advancement happens every second," says Jain of the strong integration capabilities built into Archer Suite.

Decision-makers were also impressed with the ability to customize workflows in each of the use cases, along with the user-friendly, real-time dashboards that provide stakeholders with risk and compliance information at the click of a button to keep those teams in sync.

"We took our time to select a solution and landed on Archer because of its long-term vision for digital risk and integrated risk management," says Jain.



Customer Profile

Evalueserve is a global professional services provider with 3,500 employees and more than 500 clients across financial services, oil and gas, life sciences and healthcare, manufacturing, information technology and communications, and services industries. Known for its proprietary "mind+machine[™]" approach, Evalueserve combines human expertise with best-in-class technologies that use smart algorithms to simplify business processes.

Tangible and Intangible Benefits

With Archer Suite, Evalueserve has automated a number of activities, including security risk assessments, third-party risk assessments, business continuity assessments and policy management. The system automatically notifies various stakeholders, including vendors and risk owners, when they need to take action on different items, and it has eliminated the need to capture data in spreadsheets.

Jain says Evalueserve has achieved efficiency gains in the range of 70 to 80 percent across the processes the company has automated with Archer Suite. “We performed an efficiency gain analysis across all of these processes, so now we have real metrics in place to demonstrate the business value we’ve derived from each and every module we use,” he adds.

These efficiency gains have made life easier for internal and external auditors and for the security team. Jain says auditors have been happy to see that Evalueserve has automated so many previously manual tasks. Moreover, they no longer have to spend hours poring over huge spreadsheets since the Archer Audit Management solution gives them quick, easy access to compliance reports and dashboards. Meanwhile, the security team can perform security risk assessments much more easily and with fewer burdens on core team members.

In addition to the automation and efficiency improvements, Archer Suite has helped instill a strong risk and compliance culture at Evalueserve. For example, as a result of deploying the Archer Information Security Management System use case, Evalueserve has been able to achieve better compliance to ISO 27001 and ISO 22301.

The Proven Path to Better Decisions

“Archer has given us a single, standard way to communicate risks and issues across all of our business processes and locations,” says Jain. “It provides visibility into key risk areas so we can allocate budget more effectively and make better business decisions.”

Archer Suite, along with the new processes and culture it has helped instill, is also giving Evalueserve an edge with clients. According to Jain, when clients ask about data security and privacy, Evalueserve executives are able to show them the robust risk and compliance program that Archer supports and that also encompasses security. He adds that clients are impressed with Evalueserve’s practices and “are keen to learn from us.”

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Archer has enabled each compliance function to work independently, but at the same time, in an integrated manner.

Sachin Jain, CIO and CISO
Evalueserve

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Archer is a leading provider of integrated risk management (IRM) solutions that enable customers to improve strategic decision-making and operational resilience with a modern technology platform that supports qualitative and quantitative analysis driven by both business and IT impacts. As true pioneers in GRC software, Archer remains solely dedicated to helping customers manage risk and compliance domains, from traditional operational risk to emerging issues such as ESG. With over 20 years in the risk management industry, the Archer customer base represents one of the largest pure risk management communities globally, with more than 1,200 customers including more than 50% of the Fortune 500.

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