# Align IT goals with business objectives while **mitigating risks and compliances**

**CASE STUDY**

### About Client
India's leading exchange

### Industry
Capital markets

### Service
Cloud

# Business **Need**

Ensuring the governance, risk management, and compliance of IT infrastructure supporting the business operations.

# Business **Challenge**

Our client had a fragmented, manual and spreadsheet-based approach to manage risk, compliance, audit, policies and issues. This approach led to inconsistencies in risk data which, in turn, made it difficult to analyze risks at the enterprise level. The variety of siloed repositories, spreadsheets, and unassociated databases led to an inability to aggregate data at an enterprise level to drive risk-based decisions. The client struggled with the lack of a formal risk management process. Access to credit and capital increased regulatory overhead, uncertainty over economic growth and most importantly, transparency. This resulted in lack of visibility to the enterprise risk and compliance management process.

To keep pace with the times, the client wanted to build an efficient Governance, Risk, and Compliance (GRC) framework that could align IT activities and business goals. The idea was to revamp the existing analysis and communication framework, and build an enterprise-wide GRC model that could micro-manage the risks, enhance governance and maximize compliance with a specific focus on financial services. The client was looking for a solution that could increase scalability and eliminate silos.

# Business **Solution**

The client was constantly facing challenges with this approach, and wanted to stay relevant in a highly dynamic capital market environment. They decided to adopt a federated approach to manage their GRC operations. After evaluating several GRC solutions, the client decided to go with NSEIT's GRC framework to build a strong risk culture and enhance their brand and reputation.

Our GRC framework provided the client with a single version of truth, and featured the following solutions:

- Complete and accurate enterprise view into risk

- Compliance with myriad regulations across multiple geographies within cost and time constraints

- Mitigation of internal frauds

- Link risks to root causes, events, hazards and other elements of GRC

- Management of project risk and investment governance

- Single, integrated view of risk and compliance across the organization
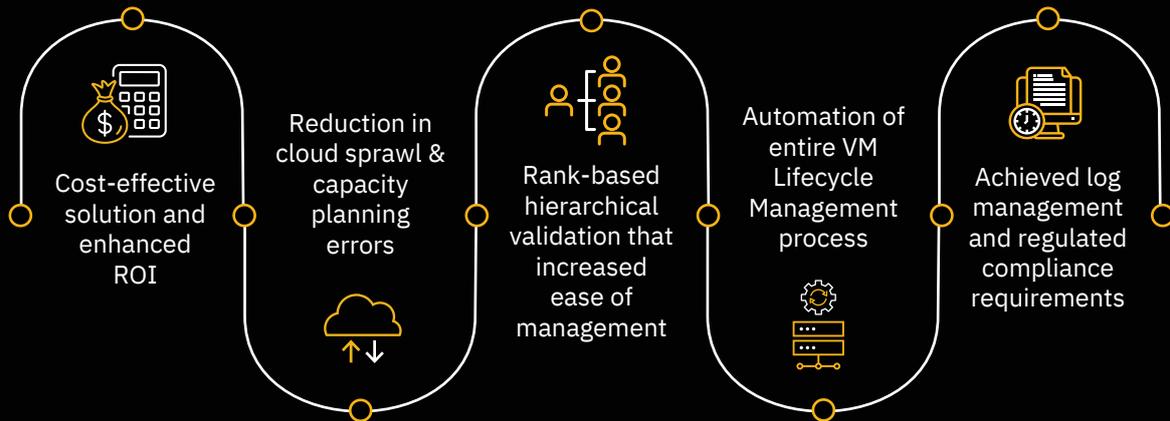
After successful implementation of NSEIT's GRC framework, the client has become one of the pioneers to implement a large-scale GRC project. Accomplishing the entire project within the stipulated budget and timeline was an additional achievement, and had a positive impact on the client's bottom line.

# Technology **Stack**

servicenow | HashiCorp **Terraform**

## Business **Impact**

- Cost-effective solution and enhanced ROI
- Reduction in cloud sprawl & capacity planning errors
- Rank-based hierarchical validation that increased ease of management
- Automation of entire VM Lifecycle Management process
- Achieved log management and regulated compliance requirements

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