RECIPROCITY

Global Pharmaceutical Company Strengthens Compliance and Vendor Risk Management with ZenGRC

The Challenge

Third-party vendors introduce significant risk to a company's information security. Assessing threats and monitoring risk mitigation efforts is critical, yet more difficult, for third-parties' systems. Tracking many entities, who operate in numerous industries, countries, and regulatory regimes, increases the complexity even more.
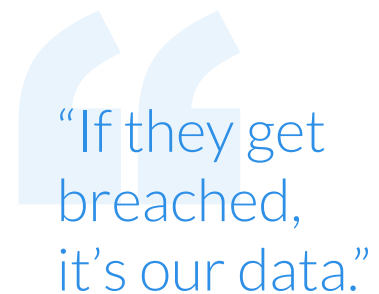
Modern, Scalable Solution

One of Reciprocity's customers is a pharmaceutical distributor with 20,000+ associates shipping over 3 million products every day. Hundreds of offices, and thousands of vendors, converge in a worldwide supply network. Vendors' and customers' levels of cyber sophistication vary widely.

This company's global footprint triggers both foreign and domestic regulatory frameworks; laws like SOX, PCI DSS, and GDPR all apply. And, in a highly-regulated industry, so do health-specific mandates, like HIPAA and the HITECH Act.

Historically, this company's manual tracking and management "was awkward, confusing, and time-consuming," said its Cyber Risk Manager.

Prior to ZenGRC the company utilized:

- Disparate questionnaires for risk ratings
- Spreadsheets and e-mail folders to process responses
- Manual review to analyze issues or identify trends
- Ad Hoc processes and reporting cycles

> "If they get breached, it's our data."

**Cyber Risk Manager,
Global Pharmaceutical Company**

Bottom Line

- *Increased actively-managed vendors by over 800%, from 60 to more than 500*
- *Reduced internal labor expenditures*
- *Reduced burden of audits and reporting*
- *Established repeatable processes and streamlined workflow for vendor risk management*
- *Improved end-to-end visibility of risk and compliance posture*

In January 2018, the company transformed its InfoSec risk and compliance management organization with ZenGRC.

The company benefited from:

+ **Easy set-up** – Provisioning and onboarding users was simple.

+ **Intuitive user experience** – Mapping vendor risks and customizing fields was fast

+ **Process efficiencies** – Consolidating risk mitigation tasks and establishing repeatable processes saved staff time.

+ **Workflow automation** – Surveying vendors, collecting responses, and categorizing assessment results became streamlines and less burdensome.

+ **Risk Intelligence** – Aggregating, analyzing and reporting on risk took less time and was more comprehensive.

+ **A central system of record** – Preparing for audits and demonstrating due diligence was straightforward and faster than before.

+ **Professional services** – Complying with PCI DSS, SOX, and HIPPA took less time and internal resources with the GRC Expert team's guidance.

- internal labor expenditures
- actively-managed vendors
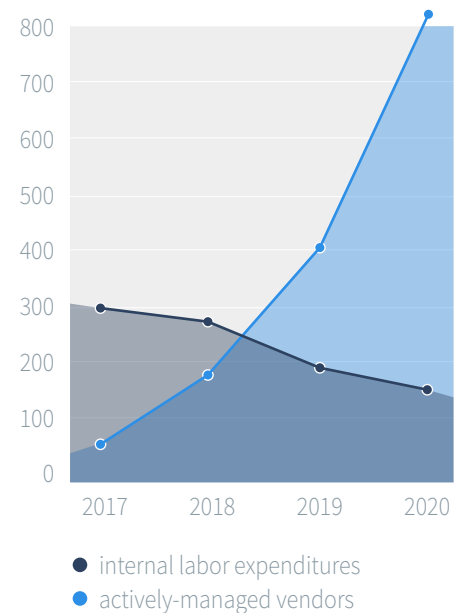
"We wouldn't be anywhere near where we are in our risk management program without ZenGRC."

Cyber Risk Manager

About Reciprocity

Reciprocity simplifies Information Security by connecting people, processes, and technology. Our innovative ZenGRC, is a cloud-based, enterprise-grade software solution that modernizes audit, vendor, and risk management. With streamlined processes, data-backed decision-making, and a safeguarded information environment, ZenGRC transforms governance, risk, and compliance from a burdensome expense to a strategic advantage.

Reciprocity is headquartered in San Francisco, U.S.A, with offices in Slovenia and Argentina.
To learn more, contact us at (877) 440-7971 or engage@reciprocitylabs.com.

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