

altran



COMMUNICATIONS

Creating an effective audit management strategy for a Tier-1 telecom operator

CASE STUDY | SYNERGi GRC PLATFORM



SYNERGi[®]

ABOUT THE CLIENT

The client is a Spanish multinational Tier-1 telecommunications company. As one of the largest telephone operators in the world, they concentrate on offering the latest technology to customers in a secure manner.

BACKGROUND

One of the set-backs of being such a large corporation is that the client is required to adhere to multiple standards. Not just cybersecurity related standards but health and safety and other internal policies.

Having been informed their relationship with the company who managed their quality audits and findings was coming to an end for reasons out of their control, the telecoms provider required a new way of managing their audits.

REQUIREMENTS

The needed a new tool to manage the findings that are derived from audits, and they acquired the services of LeyHill solutions to perform a quality audit.

Based on this outsourcing, they identified a need for a tool that would also schedule the audits and flow through from inception to closure of findings.

IRM's SYNERGi GRC Platform was already in use within the organisation to maintain and monitor PCI compliance therefore the decision was made to expand the use case. However, some of the functionality required by the client was not yet available as part of the out-of-the-box platform.

APPROACH AND DELIVERABLES

IRM's SYNERGi development roadmap was already fixed and dev teams already committed on time and resource. Understanding of how effective the final solution with SYNERGi could be, the client decided to fund the development of the required functionality in the platform, working with IRM to develop an entirely new module: "Audit Management".

The decision to take this approach made use of existing investment in SYNERGi, and was more cost-effective for the client compared procuring a new solution. IRM recruited additional development resource in order to deliver the project.

SYNERGi's Audit Management module is used by IRM's clients to provide:

- a single, comprehensive framework saving time and effort
- complete control of the audit lifecycle
- support to internal, operational, IT, supplier and quality audits
- useful insights to advise auditors and the Board