





## Introduction

For most companies, focusing on vendor risk management is a way to stay secure and compliant in an increasingly complex digital space. For others, however, it can also be a way to grow brand recognition and respect in the industry. This is the case for Zynga, a leading video game developer and host. Without robust security practices across the board, end consumers' private data and information could be compromised, leading to a negative impact felt across the business.

For Fran Gutkowski, the Security and Risk Engineer at Zynga, vendor risk management is more than just an industry buzzword. Every day, Fran is working to optimize the tools and resources used for vendor management, compliance management, compliance response, policy exception, and more.

"Vendor risk is extremely important to us here at Zynga," Fran said. "It helps us ensure that both vendors and users themselves are aware of what is considered risk. In our space, it's not as simple as user or employee personal data. There is another type of risk, business and financial, that is co-mingled and at risk of exposure. By focusing on the compliance and protection of vendors, Zynga is positioned as a respected, aware leader in risk management in our industry."

In order to securely assess all new vendors as well as run complete audits on past contracts, Fran knew she needed the right tools and resources to ensure nothing slipped through the cracks.





Vendor risk is extremely important to us here at Zynga...
By focusing on the compliance and protection of vendors,
Zynga is positioned as a respected, aware leader in risk management in our industry."

Fran Gutkowski, Security and Risk Engineer



For a few years, Fran and her team were using a security management platform that required heavy admin involvement and tons of manual customization. Additionally, instead of clear assessment reports vendors would send in formatted essays and open text answers that were nearly impossible to track and measure. Fran and her team were having to manually go through these responses to figure out if a vendor was compliant with Zynga policies.

"When we decided to switch from our old tool, my choices were to go back to using spreadsheets or something else. I decided to find something else out there to help with vendor risk management," Fran said.

While the management team presented a list of four different vendors, there were two main

factors involved in the decision-making process: time and efficiency. Fran only had export access to vendor data for two weeks, which meant the onboarding for this new tool had to fit within this timeframe. Additionally, she needed a tool that was flexible enough to fit her current processes – not the other way around. As a small team, Fran needed something that would make her life easier.

## Zynga needed to move away from heavy admin and manual customization



During her research, Fran quickly discovered that Whistic was the only tool that was flexible and customizable enough to meet her standards and processes. Also, the implementation process was quick and easy – especially since Fran knew exactly what she was looking for in a vendor risk management platform.

"I've built enough databases to know what I needed my solution to look like," Fran said. "I knew the data I had to import, the reports I needed, and the ways the tool could work better for me."

Now, more than eight months after implementing the Whistic platform, Fran has been able to customize multiple parts of the platform including:

Questionnaires: Instead of using one premade security questionnaire, the Zynga team uses questions from multiple regulatory compliance rules. Industry vendors aren't going to answers thousands of security questions, so Fran and team pick and choose questions that are relevant to the video game industry and their vendors.

Auto-fill or Skip: The team was also able to customize questionnaires to automatically hide questions that are irrelevant or redundant for vendors. If a vendor isn't dealing with GDPR, for example, they only have to click 'No' once to hide all the GDPR questions from an assessment.

**Support**: Instead of having to help vendors with all of their issues or troubleshooting questions herself, Fran relies on the Whistic support team for help, which has resulted in multiple hours of time savings.

Vendor Access: Some vendors can't access online security questionnaires because of their own security policies or access controls. In these situations, vendors can export a questionnaire from Whistic, answer questions in a spreadsheet, and then easily import the answers back into Whistic. This process ensures the audit trail stays intact and that the process flows as easily as possible.

**FAQs:** Over time, the same questions come in from multiple vendors. Fran has created a FAQ sheet of common questions and answers in order to maintain 100% consistency between conversations.

Fran quickly discovered that Whistic was the only tool that was flexible and customizable enough to meet her standards and processes.

Zynga + Whistic 4



## Results

Now, the team can clearly see where risks and patterns are emerging to build a stronger vendor risk management strategy.

525% increase

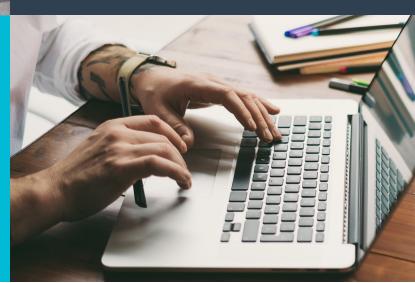
In reducing turnaround time on vendor questionnaires





Decrease in time spent reviewing completed questionnaires

- Identify exactly how far vendors have made it through a questionnaire and reach out with assistance.
- Securely transition all issues and troubleshooting to the Whistic team.
- Automate 'nudges' to vendors who are taking too long to complete questionnaires.



Zynga + Whistic

## **The Future**

As a valued Whistic customer, Fran is constantly looking for new ways to improve the features and functionality of the Whistic platform for users and their vendors.

"Anything that saves time and cuts back on manual work is what I'm looking for," Fran said. "Whistic automates more than any other vendor risk management platform I looked at, which is why it's been such a great fit for us at Zynga."



www.whistic.com