

# GRC Excellence

## Client

A leading governance, risk, and compliance (GRC) management software company.

## Business challenge

Transform their POC client-server application into a scalable enterprise solution. The client wanted to architect and build an intuitive solution, replacing all existing home-grown applications and spreadsheet-based templates. One where customers defined risk top-down while blending it with bottom-up operational data:

- The solution had to deliver a holistic view of risks and related dependencies to gain efficiencies and improve accuracy, accountability, and visibility
- Design a platform with an intuitive GUI featuring easy configuration and setup
- The ultimate goal - ongoing enterprise GRC management cost reduction

## Approach

Defined the product roadmap and engaged end users and industry experts, enhancing the solution's experience and addressing its most critical pain points:

- Built a dedicated onsite-offshore developer team who took ownership of all QA engineering and related functions
- Certified SMEs guided the solution's overall quality assurance
- On the latest architecture and technology stacks, ThoughtFocus' team implemented a highly scalable and configurable framework while maintaining the business flow as close to existing client-server applications as possible

## Results

The product's latest version, an out-of-the-box solution, is deployed in weeks rather than months:

- Successfully deployed with more than 350 customers, with 100 more in the pipeline
- Throughout the client's nine year journey from a POC to Gartner's magic quadrant, ThoughtFocus, a trusted partner, played a crucial role in product development, cloud strategy, product lifecycle management, product quality, reporting, development, and support
- Product featured in 2014 Gartner analyst magic quadrant report
- The modular solution's strongest selling points include rapid configuration, deployment capabilities, and flexibility to align with organizational practices

## Business benefits

- Quick turnaround time with our expertise
- Better efficiency through improved product
- Reduced risk

ThoughtFocus is a US based, privately held consulting, software engineering and business process management firm with offices in the US, India and the Philippines. We help clients in avionics, education, financial and insurance services, manufacturing, payment and loyalty solutions industries with their key business and technology challenges.

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