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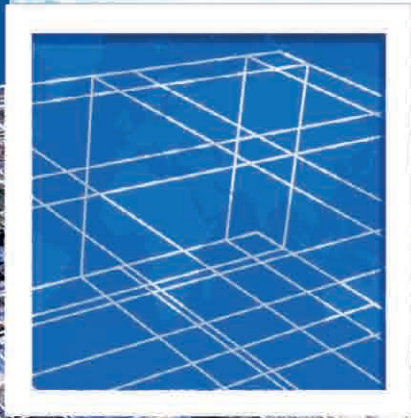
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The risk management function of a many an organisation has been forced into the spotlight in recent years by a combination of ever-increasing regulatory demands and ongoing economic strife. Times have never been more compelling for risk managers, it would seem, as a new survey commissioned by Active Risk appears to reveal they are now considerably more prone to work-related stress than sales staff. Some crumbs of comfort may at least be found in the plethora of risk software in this market that should, theoretically, ease that pressure.

Topping the list of benefits of a risk management software system is the accuracy and reliability of data. This is according to the latest *Global Risk Technology Survey*, commissioned by Aon, which polled senior representatives of more than 300 organisations across 56 countries. The results go on to cite automation of processes, data consolidation and management, improved reporting; and improved risk management processes among the benefits hailed by the risk function of the growing bounty of technology offered to organisations across a broad spectrum of sectors.

The other benefits identified by the poll are ease of access to data from one central location,

Lightening the load

An uncertain economic environment and a raft of regulations are testing for even the hardiest risk manager. But help is on the horizon, says David Adams

better communications, increased awareness of risk management issues within the organisation, a reduction in the total costs both of risk and of risk management, and enhanced auditability.

With the pressure to increase operational and financial efficiency, while proving regulatory compliance, it is easy to see why these qualities are so attractive. Indeed, the desire to integrate risk management solutions with related governance, risk and compliance (GRC) processes has also become more widespread.

By way of example, Middlesbrough Council now manages more than 100 corporate and departmental level risks in a single system supplied by Covalent. This gives users a single view of all risks, which can then be reviewed, updated or

reorganised as necessary.

While the public sector has long been an advocate of this kind of solution, the commercial sector now also appears to be adopting risk management technology with unprecedented enthusiasm.

Peter Robertshaw, senior vice-president of global marketing at Active Risk, believes this trend has been driven both by the blunders within in the financial sector that helped to cause the recession and also by high-profile corporate disasters that damaged brand reputations and shareholder value, such as Deepwater Horizon.

At the same time, the implications of current and anticipated regulatory regimes, including Solvency II and Basel III, alongside the stipulations of the ISO 31000, 27001 and 9000 standards have also helped bring the need for accurate, auditable data to the attention of senior management.

Solvency II, now scheduled to come into force in January 2014, is looming large over the insurance industry in the first instance, but also over companies with captives and other financial sector firms. This was among the key factors that drove the mutual National Friendly to invest in JCAD risk management technology. It had previously used mere spreadsheets. "With Solvency II the emphasis on risk management is far greater," says Martyn Love, risk and internal control manager at National Friendly. "We could have done it with spreadsheets, but it would have been very labour intensive."

JCAD was chosen as a partner because the mutual thought it had a better chance of getting a smaller vendor to modify the solution to suit its needs. The tailored solution duly live in the third quarter of 2011. "It is user-friendly and it does



Deepwater Horizon offshore drilling platform

photo by: ideum

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exactly what they promised it would do," says Love. "The most important thing is ease of use. We looked at other solutions that were far more complicated. It has automated the process of people taking responsibility for their own risks. We wanted to get over the fear that risk management is difficult. Rather than the whole system being reliant on users updating spreadsheets, it is now easier to explain what risk management is about and to embed it into the business."

JCAD is now building in extra functionality, including an email notification system to notify risk managers automatically when risks are logged.

Another vendor, Agena, is helping the actuary Milliman guide clients through risk calculations and risk management. Their technology uses Bayesian techniques and simulation software to analyse operational risks, enabling Milliman to help its clients address Solvency II and Basel requirements.

Milliman began using the latest version of the technology early in 2011. "The modelling technique it facilitates is quite powerful: it can explain an uncertain outcome," says Neil Cante, principal and consulting actuary at Milliman. "In our industry, people are statistically focused, so you can lose an understanding of where the answer comes from. We've been using Bayesian networks to provide an answer.

"Our clients would typically be financial

services firms and this would be used for areas like operational risk modelling, stress and scenario testing. It's useful for any problem where there's an outcome you're trying to explain in terms of a complex set of interacting drivers."

Beyond the need to comply with regulatory demands, organisations gain financial and organisational benefits through using solutions that integrate risk registry and management alongside other GRC functions. One such example can be found in CS Stars, which combines opportunity, risk, insurance and claims information with audit and compliance tools.

The other useful by-product of a consolidated, integrated risk solution is that it brings risk management into the light, helping to make it a more integral part of daily life for the many members of staff whose input can help improve the effectiveness of the system. This can also help boost return on investment by reducing insurance costs.

"Because the general idea of risk management is fairly well understood, people are looking for ways to embed it in the organisation," says Phil Walden, a director at JCAD. "We've made the risk review process easier for the general user."

This makes the user-friendliness of a solution important. It also makes browser-based solutions that can be accessed via mobile technologies more attractive. "We have seen a lot of interest in apps people can use on their phones or a web browser,

to review risks, or put in a plan," says Active Risk's Robertshaw.

But while involving staff across an organisation in risk management is important, perhaps the most vital component in any system is the reporting function that gives senior managers the information upon which they base their decisions.

"The quality of reporting you can offer to senior executives has become more important," says Angus Rhodes, RMIS product manager and consultant at Aon eSolutions, "so we are integrating advanced analytics. We offer a high level of interactivity for the risk manager where you have information you can present to the board and can then drill down to answer specific questions."

The method used to deliver the solution can also be important. Many vendors now offer a choice of hosted or standalone solution deployments and as in other areas of technology, many have developed cloud-based hosted offerings.

For example, Aon eSolutions recently launched RIScloud, a "community" cloud hosted by the provider and designed for risk, insurance and safety users, for whom Aon manages the complete technology environment, with every file secured and encrypted.

Looking a little further ahead, there are likely to be further additions to solutions to help organisations improve risk management in supply chains. Many of these have been rationalised significantly during the economic crisis, but, as Rhodes notes, "risk management has not necessarily been factored into those decisions".

But above all, while regulatory compliance, enhanced control and new capabilities are very helpful, perhaps the fundamental advantage of a good solution at a time where so many organisations face financial constraints is that it helps them to manage risks more effectively in a more cost efficient way.

And if risk managers are really under too much stress hopefully a good new system will address that too. After all, an over-stretched, over-stressed risk manager presents a risk that is as deserving of mitigation as is any other, does it not?

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Risk Management Software Report 2012

Your guide to risk management software: the products

CS STARS

CS STARS is the global leader in risk technologies providing integrated risk, claims, and compliance solutions.

CS STARS LLC, a business unit of Marsh, serves the technology needs of risk management professionals, as well as insurance carriers and third-party administrators – delivering integrated software and services for risk, claims and compliance management. CS STARS has approximately 500 employees worldwide and serves more than 1,000 clients. Its software and services help clients improve business processes, manage costs and reduce enterprise risk.

CS STARS primary platform, STARS Enterprise, is designed to help clients use data to understand their organisation's risk profile, manage claims, identify cost drivers, and manage critical risk events. STARS Enterprise provides essential risk and claims management features, including:

- Convenient browser-based interface and internet accessibility
- Consolidated data to provide an extensive view of an organisation's overall risk
- Robust, intuitive business intelligence reporting
- Workflow automation to streamline and improve business processes

Robust View of Risk Information

Consolidated Risk Data

CS STARS processes data from most major insurers and third-party administrators, providing data transformation services designed to improve the quality and timeliness of risk data. CS STARS' data experts collect and integrate internal and external data sources

to provide a consolidated repository of claims, policies, exposures and other data typically required to manage risk effectively.

Claims, Incidents, and Events

Using an intuitive interview-style format, STARS Enterprise helps organisations capture robust incident and claim information. Interview templates are configured for the unique needs of each client and department to help simply and efficiently guide users through the process of reporting event information.

Values and Exposure Collection

STARS delivers a set of comprehensive tools that streamline the capture and maintenance of values, exposures and COPE data for use in policy renewals and strategic risk management. The module offers secure, Web-based access for values collectors who can be either inside or outside of your organisation.

Streamlined Risk and Claims Management

Risk and Insurance

STARS Enterprise helps risk managers identify safety issues and cost drivers, set priorities, improve workflow and communication, and better manage claims and other risk-related information.

Claims

STARS Enterprise helps organisations efficiently administer all claim related activities. Our solutions give your claims department complete control over the adjudication process with configurable screens, workflow, business rules, and notifications.

Safety and Health

CS STARS delivers comprehensive solutions for creating and performing business, risk, and compliance assessments. STARS automates data collection, analysis and recommendation tracking, helping clients gauge and maintain

compliance with government regulations, environmental, health, and safety requirements, and other best practices.

Data + Analytic Tools = Informed Decisions

The industry-leading STARS Enterprise platform helps clients unlock the power of their data with the industry's most innovative analytic tools.

Risk Goggles

The award-winning Risk Goggles feature is a map-based tool that alerts clients to internal and external risk events that can impact the performance of their business. Maps are enriched with risk data, including claims, incidents, exposures, policies, compliance status, as well as external risk data such as earthquakes, weather and fire assessments.

Dashboards

Dashboards make it easy to find and digest what matters by pulling each client's most critical data points to the surface in an engaging, visual interface. Dashboards provide easy access to information such as claims details, policy erosion, and safety and compliance data to illustrate performance using a client's own metrics.

Business Intelligence Reporting

STARS offers business intelligence reporting tools to provide clients with comprehensive data access, intuitive report design options, and powerful analytic capabilities.

Claims Benchmarking

Benchmarking is a powerful basis for informed decision-making. Our claims benchmarking database includes approximately 12 million workers' compensation, general liability, property, auto and claims from approximately 500 institutions of all sizes.

www.csstars.com

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AchieverPlus Sword Achiever



AchieverPlus is an integrated governance, risk and compliance (GRC) platform. Its modules have been designed with a top down methodology for compliance, corporate performance, risk and audit. Each can be operated independently or brought together to form an integrated GRC solution. This modular approach means the solution can grow at the same rate as an end user organisation.

AchieverPlus can be deployed on-premise or as a hosted application. If the former it is typically installed on a Windows 2008 R2 server OS with SQL Server as the underlying datastore.

The user interface is browser-based and delivered as a series of configurable portals that display information appropriate to the role of the individual user. The forthcoming version of this software will incorporate an enhanced risk management module with risk modelling capabilities.

sword-achiever.com

Active Risk Manager (ARM) Active Risk



Active Risk's (formerly Strategic Thought Group) Active Risk Manager (ARM) was first launched in 2001 and is used by medium to large organisations operating across all sectors in countries throughout the world. The latest version of the software, ARM 5.1, was released in January 2012 and covers

enterprise, operational and project risk management, as well as governance and compliance functions. The solution is web browser-based and also offers a growing number of ARM Apps accessible via web browsers, corporate intranets or authorised mobile devices. These enable users to access specific data and parts of the risk process. They include apps for risk and opportunity entry, risk scoring, waterfall charts and incident management. ARM is supplied with almost 100 standard reports but custom reports can be developed to meet specific needs. While key administration and risk management personnel can choose from a variety of training options, most end users will need only minimal training because of the intuitive nature of the software. ARM can be supplied on-premise or on a hosted basis.

activerisk.com

Acuity STREAM Integrated Risk Manager Acuity Risk Management

Acuity Risk Management's STREAM Integrated Risk Manager forms part of the company's STREAM application family for GRC functions. It is used by medium and large organisations in both enterprise and single user formats. It provides tightly integrated risk and compliance management functions, with dashboards and graphical reports offering users real time information including the organisation's current top 10 risks, compliance status, risk and compliance history, risk in relation to risk appetites, incidents and near misses and overdue actions. The product is designed to be as easy to configure and use as possible, while providing swift access to valuable business intelligence. Additions to the product planned for 2012 include enhanced workflow, email alerts, action management and a browser interface.

acuityrm.com

AgenaRisk Agena

AgenaRisk uses Bayesian networks, artificial intelligence and visualisation to analyse and compare complex risks with uncertain outcomes, giving the end user information upon which they can base risk decisions. It provides a structured method for quantifying all risks, alongside clear visual representations of complex risk issues. Its predictive analytics capabilities make it an ideal tool for risk scenario planning and testing. End users include companies in the financial, defence, aerospace, energy, telecommunications and technology sectors.

The solution's reporting capabilities display results of running risk models and make use of risk maps, probability tables, risk tables and risk graphs. AgenaRisk is usually supplied as desktop software. An API version is available for the development of bespoke implementations or integration of the technology into an existing application.

agenarisk.com

Agilience RiskVision Agilience

Agilience's software addresses security as well as risk management. RiskVision is the only risk management solution that combines a top-down, process-based approach to risk with a bottom-up, control-centric approach to security. It aggregates risk horizontally across all functional areas to create a 360 degree view of risk, for both executives and personnel working at operational level. The solution is provided with more than 300 standard reports, custom support capabilities and 70 dashboards for standard compliance, security and risk requirements. All reports also provide drill-down capabilities to access more detailed information where necessary. By leveraging Agilience's Security Risk Management (SRM) solution end users

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can run programmes for activities including ISO 27001 certification, business continuity planning for cloud environments, security policy, project risk management and organisational risk management; defining risk registers and applying them across the organisation. An intuitive browser-based user interface is used to build reports and to create and manage workflows. A fully customisable base dashboard provides a high level view of the user's current risk status.

RiskVision can be deployed on premise, in SaaS form or as a managed service. End users include financial services, technology, healthcare, media, energy and retail companies, along with government organisations. Version 6.1 will be launched in the first quarter of 2012.

agilience.com

@RISK Palisade

Palisade's @RISK is an easy to use, highly configurable solution, integrated into Excel.

@RISK replaces fixed model input assumptions with user-defined probability distributions, then conducts several thousand 'what if' Monte Carlo simulations. It provides comprehensive graphical reporting, enabling end users to assess the probability of outcomes and compare multiple results. All graphs are fully customisable and can be exported quickly and easily into Microsoft Office applications. Six Sigma statistics, functions and reports are also included, helping organisations to identify measure and manage causes of variability in production and service processes. The company has 25 years' experience of providing risk solutions to organisations in sectors including finance, insurance, oil and gas exploration, energy, utilities, defence, healthcare and education. Palisade also provides training and consultancy services.

palisade.com

BarnOwl BarnOwl

BarnOwl is a highly cost-effective, fully integrated enterprise risk management, internal audit and compliance solution. The original version was launched in 2001 and has been through five major upgrades since. Users include government, retail, financial, telecommunications, logistics, technology, medical, manufacturing, entertainment, audit and risk advisory organisations. The latest version offers an intuitive user interface that allows easy capture of risk and audit information. This can then be inputted quickly into a knowledge base, reducing administrative tasks, minimising data duplication and aggregating reporting across common risk areas. One key differentiator of the system is that views of its reports can be created by dragging, dropping, grouping or filtering registers, then exporting to Excel. In addition, BarnOwl provides professional integrated Word reporting within the internal audit module. A new interactive workshop module is designed to stimulate debate in risk management workshops, helping to promote buy-in to risk management across the organisation.

barnowl.co.za

Citicus ONE Citicus

Citicus ONE is a web-based application, installed in-house or offered as a managed service and used by a range of medium to large organisations across various sectors. It offers an efficient, constructive and continuous method of measuring and managing information risk, supplier risk and other risks across an enterprise. The product gives business owners insights into the risk status of their areas of responsibility, and practical guidance on risk reduction. It provides management with an overview of the risk and compliance status of critical operational assets and processes

through extensive and flexible graphical reporting. Compliance reports include compliance status and trend reports, broken down by business area or control area. The latest release of the product automates the link between completed remediation activity and measured risk. As well as being integrated with other reporting and business intelligence tools the solution can operate alongside Citicus MOCA, an iOS app that allows users to assess the criticality of assets to their organisation, such as new or existing IT systems, data centres, supplier products or services, offices, factories, warehouses or production processes.

citicus.com

Covalent ERM Covalent

Covalent ERM (Enterprise Risk Management) is a hosted, managed service designed to align risk management with business operations, by streamlining risk identification, assessment, treatment, monitoring and communication processes. It provides easy tracking of mitigation plan progress and key risk indicator status. The Covalent ERM framework consolidates all risk registers into a single repository, rooted in the context of the organisation and its objectives, with easy access to supporting risk assessments and treatment plans. Personalised dashboards make it easier for individual users to see and understand the risk areas that are most relevant to them. Users are able to demonstrate regulatory compliance and to reduce the administrative burden of achieving compliance. Implementation of the solution also helps to engage the workforce in risk awareness and risk management, in part as a result of a 'triggers' feature, which alerts staff to changing risk status or an approaching deadline for reassessing a risk.

covalentrisks.com

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Cura Enterprise GRC Platform Cura



Cura provides software solutions designed to help organisations meet governance, risk management and compliance requirements. The GRC solution was first launched in 2002, with version 3.8 released in December 2011. It can be deployed internally or as a web-based, hosted solution.

Cura applications are web-enabled and consist of three tiers: client applications, server applications and a Microsoft SQL Server database. The Cura Web client runs on Internet Explorer, which helps new users to learn how to use the system quickly. Reports are generated in the client and can then be exported to popular report formats. Web reporting and dashboarding are both built in and the solution can also be linked to third party business intelligence applications. The solution is designed to be configurable enough to match any organisation's specific requirements, yet to remain quick and straightforward to implement.

Training for full administrators takes four days, but end users can be trained in a one-off, three hour session. End user organisations include financial, telecommunications, utilities, oil and gas, mining, logistics, construction and engineering companies.

curasoftware.com

Figtree RMIS Figtree



Using Figtree's workflow automation, document management, reporting and web-based data

capture, users can increase productivity, lower costs and improve their service to their own customers. Figtree's risk management product offerings include extensive features to capture and review risks, and assign controls and actions that mitigate or reduce their impact at various organisational levels. It provides automated notifications, as well as capturing all costs associated with a particular risk. Graphical risk matrices provide an instant snapshot of risk profile, along with the ability to drill down to the actual risks. Figtree provides software solutions to local authorities, central government, police forces, insurers, brokers, TPAs, utilities, transportation and construction companies.

figtreesystems.com

JCAD Lachs JCAD



JCAD LACHS is a robust and cost effective technology solution for the more efficient management of claims and incidents. It stores all claim related data enabling analysis of cause and blame for risk management purposes. The application uses Crystal Reports to produce a wide range of insurance reports. These can be tailored to each organisation so that MI can be easily and simply extracted. JCAD LACHS is used in the UK by local government, housing associations, and by the fire and police services. It is also in use by commercial organisations for instance within construction, facilities management. JCAD provide consultancy to prototype the database, migrate historic data and on-site training for key insurance personnel.

jcad.com

JCAD RISK and RISKLite JCAD



JCAD RISK is an off the shelf, yet customisable web-based risk management application, designed to help organisations get the best out of risk management and to help foster a risk aware culture. Because it is customised to fit a client's own risk framework, implementation is shorter and training simpler. It is successfully used by a range of private and public sector organisations, supported by industry specific templates where appropriate.

The solution gives enterprise users the ability to examine the relationships between groups of risks and delivery of an organisation's aims; and even between risks and individual departmental plans. It is available in both hosted and non hosted formats; and in a slimmed down form, RISKLite, designed to meet the needs of smaller or less risk sophisticated organisations.

An upgrade path from RISKLite to the full solution is available to help clients as their organisations mature. The application is designed to be simple enough for average, infrequent users, yet sophisticated enough to enable risk teams and management to fully understand and mitigate risks facing the organisation. In a recent survey 100% of clients said they would recommend JCAD and 98% rated its support services as good or excellent.

jcad.co.uk

KnowRisk CorProfit

KnowRisk is a fully configurable solution which allows users to design their own screens, add an

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Over the last few years, the terms “cloud” and “cloud-based computing” have become more popular and common.

“The cloud” has revolutionised the way software and services are delivered to customers from large organisations with thousands of employees to individual users, but many still do not fully understand the concept. Many organisations and their risk managers may be asking: In what way is cloud-based computing revolutionary? Why does “the cloud” seem so mysterious and difficult to define? Should we be concerned if our claims and risk systems rely on cloud technologies?

The cloud defined

So what is the cloud? According to Wikipedia, at the most fundamental level “Cloud computing is a marketing term for technologies that provide computation, software, data access, and storage services that do not require end-user knowledge of the physical location and configuration of the system that delivers the services. A parallel to this concept can be drawn with the electricity grid, wherein end-users consume power without needing to understand the component devices or infrastructure required to provide the service.”

To many, this definition probably makes cloud-computing sound similar to the Application Service Provider (ASP) or Software as a Service (SaaS) models that software companies have been offering for more than a decade. This makes perfect sense since cloud infrastructure is an evolution of these software delivery models.

What makes the cloud so revolutionary? The answer to this is not any one thing, but rather the convergence of several technologies that have made computing easier and more flexible.

Virtualisation—the creation of an IT environment that offers processing power as a utility that can be purchased as needed—has been the biggest driver in this regard. As hardware became faster and allowed for greater amounts of data storage, servers became more powerful than what was needed to run applications. From this, the concept of virtualisation emerged. Since many “virtual” servers can

Demystifying the cloud for risk managers

Cloud-based computing has arrived on the risk and claims technology scene. The benefits can be yours if you understand the cloud, ask the right questions, and choose the right vendor

be run on a single physical server, virtualisation enables an organisation’s infrastructure resources to be more fully leveraged.

The cloud model allows for the consumption and delivery of these scalable virtualised resources. In addition to being less expensive than purchasing and maintaining physical servers, virtual servers can be brought online in far less time and with significant automation to minimise human errors. The result is faster and more reliable provisioning of new applications and services for customers.

Different types of clouds

Why is there so much confusion around the word “cloud”? Probably because there are so many different types of clouds available: cloud hosting providers offer a range of resources, access, security, controls, performance, and other factors. Although any combination and level of these aspects can be provided, clouds generally fall into one of three high level categories: public, community, and private.

A **public cloud** is one in which a provider makes resources, such as applications and storage, available to the general public over the Internet. In the public cloud model, an application will likely be on the same physical server as many other unrelated applications and users; the cloud provider may not know who is using the application or for what purposes. Security and performance considerations in the public cloud model are designed to meet the needs of most clients, rather than targeted for a specific application. Of the three

cloud types, this model allows for the least amount of control over data security.

A **community cloud** shares infrastructure among several organisations from a specific community with common concerns (security, compliance, data location assurance, or performance considerations). Similar applications are grouped together and security, data location, and performance requirements for those applications are considered in the core design of the infrastructure. This model offers more control, security, and customisation than the public cloud model.

A **private cloud** is operated solely for a single organisation. In this model, the design is based on specific security, compliance, data location assurance, or performance considerations of the organisation. This model offers the highest level of customisation to specific organisation requirements.

“The STARS risk management platform is deployed to clients as a community cloud in order to meet the stringent security and quality assurance standards required by our customers – this just wasn’t possible on a public cloud,” said Janet Dell, head of product delivery for CS STARS, a leading provider of risk and claims technology solutions. “Our top priority was finding a cloud hosting vendor that would meet 100% of our security requirements. Cloud infrastructure also gives our team the ability to quickly adjust capacity during peak periods or to meet infrastructure demands needed for deploying new features, both of which help our customers

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benefit sooner.”

Where exactly is your risk data?

Because risk managers often store data for administrative purposes as well as reporting and analysis, a cloud-based risk management information system (RMIS) can be very effective. A cloud-hosted platform facilitates the challenging but essential task of getting data to the people who need it.

Determining which cloud hosting environment meets your requirements for data storage and accessibility is critical to ensuring the long-term protection of sensitive claims data. Data privacy, regulatory, and legal issues are all factors that require consideration. For any cloud-based hosting environment, risk managers need to be especially concerned about the location of hosted data and how this can impact the organisation from a security and a legal standpoint.

Depending on where an organisation operates, it may also be necessary to ensure that a cloud vendor can comply with the Safe Harbor Act or, in the case of U.S. vendors, the “safe harbor” framework. These regulations ensure that vendors provide adequate privacy protection, as defined by the directive.

In addition to tracking your data’s whereabouts, it is important to know if other organisations’ data resides on the same server. Storing data from multiple companies on the same server increases the likelihood that a software bug, a hacking attempt, or even a human error that could expose data from one company to another.

“When risk managers evaluate risk management information systems, they typically spend a lot of time reviewing the platform’s features and functionality—but physical data storage is equally important and should be considered just as thoughtfully,” said Wesley Foster, head of international sales for CS STARS. “Public cloud environments in particular should be carefully scrutinised because, in this environment an organisation’s data may be commingled with other data and it is not always clear where the data resides.”

Can a cloud keep your risk data safe?

The answer to this question is not necessarily. A properly designed cloud may, in fact, be secure from external threats, but not all data security breaches happen at the infrastructure level. It has been reported that approximately half of all data leakage is from internal sources. Risk management data is extremely sensitive and any organisation that has access to it—your own, your software vendor, and your software vendor’s cloud provider – must be expected to provide evidence of appropriate technology and business protocols designed to safeguard it.



Photo by: The Planet

“For years, we’ve hosted our data internally due to concerns about security and privacy,” said Patrick Canter, data manager insurance for GDF SUEZ, a leading global energy and environmental services firm. “While we’ve been keen to benefit from the greater accessibility and performance of a cloud-based RMIS, before transitioning our IT team asked for evidence that CS STARS would safeguard our data in all stages of handling.”

To protect data privacy at the application level, most RMIS and claims systems have features such as role-based security that dictate data access. However, this does not guarantee appropriate handling of data during other activities such as implementation, routine support, or data conversions. Vendors that provide these services should

be able to provide assurance of sound industry best practices.

Asking for a Service Organisational Controls 1 (SOC1 Type II) report is a good start to getting that assurance. The SOC1 Type II is an independently produced report that describes risks and related control objectives, and verifies that the controls in place meet those objectives. Although primarily focused on impact to financial statements, the report offers strong insight into controls regarding software development, testing, implementation, data processes and general information security.

“If you request a SOC1 report from your software vendor and they can only provide their hosting vendor’s SOC1 report, you’ll have roughly half of the assurance you need,” said Lee Ellis, information security and compliance officer at CS STARS. “There can be greater risk in how a RMIS vendor handles data than where it resides in a cloud environment—so it is critical to get both reports.”

A savvy risk manager should also ask a RMIS vendor for a third party vulnerability assessment, network penetration test and application security assessments. Considering the value and liability of the data involved, knowing that your vendor’s security controls have been tested by industry professionals may provide you with greater confidence.

Cloud hosting environments are particularly effective for organisations that rely on consolidated risk and claims data for strategic risk management. A centralised claims database becomes ever more powerful as it gains visibility. Extending access via a cloud-based platform provides direct access to information that can have a field-level impact on assessing exposure, mitigating risks, controlling costs, and improving the effectiveness of overall risk management efforts. Not all cloud-based RMIS and claims systems are equal, so it is crucial that you examine details closely and choose a software vendor with risk management in mind.

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unlimited number of user-defined fields, change definition and risk criteria, create filters, amend reports, create databases and share data. The user interface is based on familiar Windows features, complemented with MDI, the Multiple Document Interface, which allows users to pull together information from different parts of the database. The product methodology supports a variety of implementation approaches. These include a top down approach, where strategic and key risks are identified through the full risk process, setting global consequence types and impacts; and an approach where both a top-down and bottom-up approach are undertaken in parallel.

APIs in KnowRisk enable integration with any third party database or paper-based system.

The solution is currently available in standalone form, but a hosted version is under development. Further development plans for 2012 include new report publishing capabilities, integration with SharePoint for document management and reporting, and automated feeds from third party databases.

corprofit.com

MEGA Suite MEGA International



MEGA Suite provides an end-to-end GRC solution that meets risk management, audit management and compliance needs. It is a Java, web-based application which requires a DMS such as Oracle or SQL server and a web server such as Tomcat, WebSphere or WebLogic. The user interface can be customised to suit different user roles.

Perhaps the most important feature is a 'time machine' capability: users are able to go back in time to assess previous situations, so deepening analysis of risk and control status and of

compliance. Reporting capabilities are embedded alongside SAP reporting and dashboarding products. It also integrates with Approva products for continuous control monitoring. An open API enables integration with most package or in-house applications. MEGA Suite can be deployed as a hosted or standalone web application. Provision via a SaaS model will become available in the near future.

mega.com

ERA Kairos Methodware

ERA Kairos is able to serve as a central hub for all of an end user organisation's risk management information. The solution is built around the concept of 'methods'. Personalised workflows align key tasks and processes with the specific needs of the organisation. Individual users see only those items that are pertinent to their role, with 'methods' then guiding them through their tasks, making the solution easy to use and to support. The solution is designed around provision of an excellent user experience. Users can configure dashboards to display information graphs, lists and summaries, along with task lists presented in the format that best suit their working practices. The solution supports both top down and bottom up methodologies, as preferred.

The solution is available as an in-house installation or as a hosted service. Methodware believes the solution could be used effectively by organisations of all kinds. Current customers include financial, energy, utilities and retail companies, as well as government organisations. Enhancements planned for 2012 include new policy management functionality and integration with third party document management solutions.

methodware.com

MetricStream Risk Management Solution MetricStream

MetricStream

The MetricStream Risk Management solution provides a single information model for managing the complete spectrum of risk management processes and reporting. It integrates disparate internal and external data sources, enabling users to identify and assess risks and controls; to track risk metrics, perform scenario analyses and monitor issues and losses. The solution also provides support for multidimensional risk assessments, allowing different groups to assess the same risks independently while collaborating on response strategies. This helps to foster a risk-focused culture, by establishing a top down and bottom up approach to risk identification. The solution provides visibility into risk data and processes, via comprehensive aggregate reporting and individual status tracking in real time. Drill-down capabilities allow users to examine data in fine detail. End users can also add custom reports to the standard reports supplied. Available on premise or hosted, MetricStream primarily targets highly regulated verticals. Clients include financial, energy, utility and scientific organisations.

metricstream.com

MIMS RM Stewart Business Software

MIMS and MIMS RM are comprehensive web-enabled applications allowing risk management benefits to be gained throughout an organisation and its key partners. It deploys a single risk register with an aggregated risk matrix that is overlaid by a range of filters which, when set, allow drill down

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and reporting. The system is primarily objectives-driven, compares risk to appetite (adjusted for different organisational levels) and, *inter alia*, records control measures, attaches documentation and provides email alerts when actions become due. Each risk can be further assessed for its impact on key process continuity and an audit feature is included to assure that control measures are effective.

A full incident and claims handling function is available including allocation of claims cost transactions to retentions, captive programs, insured funds and excess layers, providing fund erosion analysis and full loss type analysis thereby allowing mitigation and optimisation of risk control programmes.

stewart-software.com

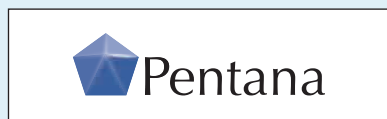
MK Insight ERM Morgan Kai

MK Insight ERM from Morgan Kai is an off-the-shelf risk management application offering unparalleled configurability of methodology, workflow, reporting functions and terminology. It is a SQL server database application, residing on a web server that can be self-hosted by an end user organisation or hosted by Morgan Kai, as preferred.

Clients are spread throughout all industry sectors and include some government organisations. A subscription service means it can be used by individuals and small teams or scaled up to be used on a wider scale. It has been designed as a very user friendly application, with an interface similar to standard Microsoft business applications. Reporting is available in both standard and configurable forms. It can also be fully integrated with MKinsight Audit management software if required.

mkinsight.com

Pentana Vision Pentana



Based on the knowledge gained during 20 years working in risk management and auditing, Pentana Vision was launched in 2011. It forms the technical platform for a long-term successor to the Pentana Audit Work System (PAWS). Pentana Vision uses web services but is not a web browser application. Instead it operates in a similar way to a smartphone app, with a client app downloaded to each user's laptop. This gives the solution the speed, look and feel of a Windows application, but it can be run from any location over a slow network. Microsoft ClickOnce is used to provide automatic deployment. It delivers the rich functional experience of a Windows application with the simplicity of a browser application. It can be optimised for global implementations even if using slow connections.

Features include an intuitive interface, a high level of customisation if required, flexible on-screen filters and sorting, strong security, simultaneous multiple audit capability, graphical analyses with drill-down, and action tracking capabilities. More features will be added to Pentana Vision over the next 18 months, addressing the full scope of PAWS. It is available as a hosted solution, standalone, or centrally installed with global access and offline working options.

pentana.com

Predict! Risk Decisions

Predict! Risk Analyser is the only risk management solution that provides a fully integrated suite of

Monte Carlo cost and schedule risk analysis tools. For more than 25 years Predict! Risk Analyser has supported government and major corporations making informed decisions across all areas of risk management.

The solution blends bottom up data entry and risk ownership (for project risk management) with top down reporting and management (for enterprise risk management). It has a modern, intuitive web interface which guides users through the risk lifecycle. The interface is also fully configurable, flexible enough to adapt to many different risk management methods without any need for expensive customisation.

The technology is flexible enough to cater for a very wide range of non-standard reporting requirements. An offline 'what if' feature allows users to analyse results and model different scenarios, showing the effects of key decisions relating to risk budgets and mitigations without the need to change core data. The solution is usually provided as a thin client application, but a hosted service is also available. It is deployed throughout the construction, infrastructure, defence, transport, aviation and energy industries, and by government agencies.

riskdecisions.com

Quantate Risk Quantate

Quantate Risk is a risk and assurance solution designed to help organisations make better decisions through greater risk awareness. It helps end users create and manage risk management frameworks based on ISO 31000; to record, categorise and assign ownership to risks; and to develop controls, plans and monitoring programmes. It can be integrated with Quantate Compliance. It can be offered on a SaaS or on-premise basis and can be offered as an enterprise license with an unlimited number of

Consolidating risk with Active Risk Manager

EADS is one of the world's leading international aeronautical, space and defence industry companies. The organisation has a holding group governance structure based on four divisions: Airbus, Astrium, Cassidian and Eurocopter. EADS is a multi-national and multi-cultural company which relies on a unique community of passionate people united under a common entity, driven by innovation and pride in its world-class products. EADS won Commercial Risk Management Team of the Year 2011 at the Risk Management Awards.

The challenge before Active Risk Manager

EADS was formed from a number of existing European companies all with a different approach to risk management. This resulted in numerous risk silos each with its own ecosystem, language and practices. This fragmented view of risk led to duplication of work especially when a group-wide view of risk was required. Therefore in 2008, EADS management introduced a mission for true enterprise risk management (ERM) to address:

- The need for higher risk consciousness, meaning that risk and opportunity management should be a part of the corporate culture and understood as everyone's task
- The need for a common language for risk to save time and confusion
- The ability to overcome isolated risk pictures – to get a full view of risks in multiple programmes, functions and processes to provide an aggregated group view of risk
- The need to have common objectives and understand the impact of potential risks on those objectives

The solution with Active Risk Manager

One pillar to reach these goals was the decision to use a group wide IT tool to support the Enterprise Risk Management approach within EADS. As a result EADS selected Active Risk Manager (ARM) from Active Risk to help consolidate and integrate enterprise

risk management across the group, to present a meaningful view of risk and to assist management decision making.

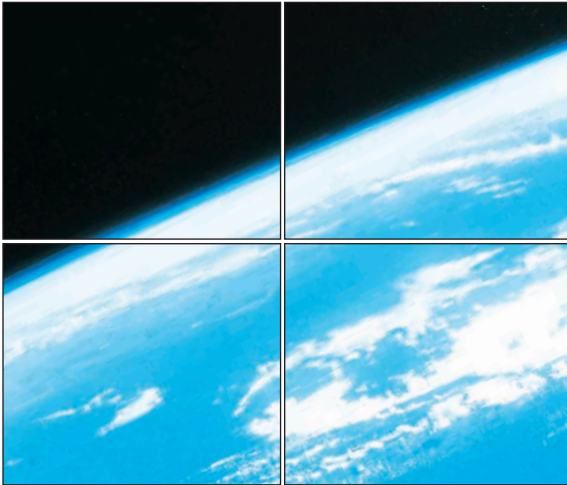
Following a pilot phase in 2010, ARM 5 provided the functionality and security EADS required to pull together risk management information across multiple networks and entities. Security was important to EADS, because of its many government contracts in the military sector where certain principles have to be met.

Active Risk Manager is now the first group-wide standard software implementation with the same base configuration within EADS. The solution achieves the objectives set out in the mission for enterprise risk management for integration both at a risk and company level.

Benefits of using Active Risk Manager

- Active Risk Manager will support thousands of users on a daily basis which means it is a robust and well accepted system





- The aggregation and consolidation of data over many networks and server systems delivers an integrated risk management and reporting process
- A common risk language saves time and ensures accuracy of data
- The flexibility and security of Active Risk Manager supports the specific needs of customers especially those in the military sector
- ARM supports the COSO standard which was mandatory in a programme-driven company such as EADS
- ARM enables compliance with the legal requirements of the Dutch corporate governance code (EADS is registered in The Netherlands)

The results using Active Risk Manager

EADS has built a strong risk management network based on Active Risk Manager. The Group has achieved greater transparency and as a result has reduced duplication and now benefits more from strong best practice and knowledge sharing. ARM provides a full view of risk in programmes, functions and processes. Risk is aggregated to provide a meaningful picture to facilitate improved decision making, therefore maintaining business value while adding competitive advantage. ARM ensures that the corporate objectives

set out in the mission for enterprise risk are being met for raised risk awareness, the ability to provide an accurate consolidated view of risk and a common risk language and risk objectives.

“It is fair to say,” comments Daniel Klein, risk management officer at EADS, “that following the rollout of Active Risk Manager, EADS risk management will be supported by an easy to use risk management tool to help it reach a new and higher level of flexibility, transparency and efficiency throughout the whole EADS Group.”

ABOUT ACTIVE RISK MANAGER

Active Risk addresses enterprise-wide risk management (ERM) requirements with advanced software and services that can be implemented across organizations in all industry sectors. Active Risk Manager (ARM), is recognized as having the most extensive range of ERM capabilities available today. ARM enables the identification, communication, analysis and mitigation of risks and opportunities available in both quantitative and qualitative formats. It covers project and portfolio risk, supply chain risk management, business continuity, controls management, reputational risk, health and safety, incident management, governance, compliance risks and more.

Active Risk, formerly Strategic Thought Group, was founded in 1987 and is headquartered in the UK with its US operation, Active Risk Inc, based in Washington DC. Active Risk will open a new office in Australia in early 2012.

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+1 703 673 9580 (Americas)

www.activerisk.com

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users, so is scalable enough to meet the needs of organisations of all sizes. Users can use the tool to set up additional, specific risk frameworks for risk contexts such as subsidiaries and special projects. It is currently deployed by energy, distribution, retail, healthcare, aviation, logistics, transport, financial, telecommunications and mining companies; and by local authorities.

quantate.com

RiskConsole Aon eSolutions



RiskConsole is typically used by large national or multinational organisations. Typically these would use a captive and/or a significant element of self-insurance. Today the product is used by almost 400 organisations. It was launched in 2004 as the first web-based risk management solution. Today it is wholly web and cloud-based with a customisable interface and home page. Recent product enhancements include additional business intelligence, reporting and analytics, online incident reporting, captive management and a fully customisable home page.

Aon eSolutions' approach to product development encompasses bottom-up strategies for client-specific needs alongside a top down strategy for development driven by the Aon roadmap. Reporting and analytical capabilities enable users to create custom reports in various formats and to drill down into data to identify trends and formulate strategy.

The company has extensive experience of integrating its solutions with client business systems and with solutions provided by other

vendors. Future plans for development will be guided by research and feedback from clients, but connected in the main to a continued focus on improving data quality and on automation of processes.

aon-esolutions.com

RISKELIMIN8 and TRAMS ADC

RISKELIMIN8 is a comprehensive risk assessment tool, aimed at companies in the oil industry, which can be used from multiple locations. Comprehensive reports include graphs, charts and other materials tailored to the project. Resource information and progress reports can be produced on a regular basis for review, allowing risks to be tracked and managed. Risks in danger of over-running the completion date for mitigation are flagged, with automated email warnings sent to the risk owner and manager.

The Technical Reporting Audit Management System (TRAMS) is an audit management and benchmarking package, used primarily for technical oil rig audits, but equally useful in other sectors including energy, transport, retail, health and military. It can be used to plan, organise, store and manage data generated during audits or inspections, based on industry standard audit checklists, tailored to meet industry requirements.

tdm-ltd.com

RMSS ERI RMSS

RMSS ERI, a comprehensive GRC solution well-suited to the demands of large and complex organisations, integrates risk, compliance, events and claims management at enterprise level. It can cater for all areas of corporate and operational

risk, including health and safety, environmental, compliance, security, financial and reputational risks. All data is held within a central database that can be accessed from any internet-connected location. The product is suitable for organisations operating in any industry sector and can be hosted either by the client on site or by RMSS.

RMSS ERI is based on integration of four RMSS tools: riskmanager, compliancemanager, eventmanager and claimsmanger, each of which is also available as a standalone solution. riskmanager integrates with existing business processes and risk management models. It captures risks from disparate risk methodologies, plans and organises appropriate risk controls to efficiently minimise financial loss; and provides comprehensive and flexible reporting capabilities. Smaller organisations can use RMSS Lite, available for up to 25 user licenses within a dedicated single-tenant application. It can be hosted on site or by RMSS.

rmss.com.au

SAS Enterprise GRC SAS

SAS Enterprise GRC creates a common, integrated repository of all critical GRC components, helping organisations to build a reliable view of risk and compliance, facilitating collaboration between GRC teams and reducing costs through automation of risk management processes.

Most implementations are hosted within customer premises, with intranet access. SAS or partner hosted solutions can also be provided. The product is in use at almost 100 large and medium-sized organisations, including financial institutions, banks and insurance companies working to satisfy Basel II and Solvency II requirements; and companies working in the energy, utilities, oil and gas sectors.

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SAS has developed a partnership with BPS Resolver to offer an end-to-end enterprise audit management solution. Further integration will become available in the future including extended support for business continuity planning and management.

sas.com

Ten Risk Manager Hitec Laboratories

Ten Risk Manager is widely used in the public and private sectors, with customers including banks, building societies, local and central government organisations, manufacturing, police forces and social housing organisations.

The product is a structured end-to-end risk management framework for managing operational and strategic risks. Ten automates risk management processes, provides a secure central repository of risk-related information and can present either top down or bottom up views of information linking risk to strategic objectives.

This is a user-friendly solution requiring only minimal user training. It is accessed via an intuitive browser-based interface and includes a sophisticated reporting suite, quantifying risk using a combination of a graphical traffic light system and a user-configurable scoring system, applied both to risk assessments and to the controls used to mitigate the risks.

The solution is a web-enabled multi-user Microsoft .NET/SQL Server relational database that can either be installed at a customer site or implemented as a hosted solution. It is often integrated with Hitec's policy and procedure management solution, PolicyHub.

hiteclabs.com

THESIS ABS Consulting

The underlying concept of THESIS is Bow Tie analysis, which uses a graphical display of the relationship between various components visible through the Hazard and Effects Management Process (HEMP), which is used to control hazards identified in health, safety and environmental cases. The Bow Ties depict the relationships between hazards, threats, barriers, escalation factors, escalation controls, consequences, recovery measures and critical tasks. The advantage of this approach is that it creates a powerful representation of a hazard analysis process that can be understood at all levels within an organisation.

THESIS helps clients analyse and manage the hazards and risks to which their organisations are exposed, while also demonstrating regulatory compliance. Uniquely for Bow Tie analysis software, THESIS is available both in enterprise server and standalone versions. New features planned for 2012 include a new version aimed specifically at the business continuity community.

absconsulting.com

WebRisk Effisoft

WebRisk is a completely web-based solution which requires no third party software to run and is generally delivered on a hosted, unlimited user basis. It is designed to meet the needs of corporate risk and insurance managers, often working in FTSE 100 companies, who want to consolidate global risk data while retaining ownership and control over it.

The solution is modular, with customisable modules capable of renewal data gathering, insurable and non-insurable risk identification, evaluation

and control, policy management and incident/claims management. It also features an ad hoc report writer and a suite of tailorable reports. It is typically used as a risk portal across the enterprise, providing local managers with information as well as gathering risk profile and incident information. It is most commonly provided as a hosted solution but a standalone option is available. It has been integrated successfully with a range of third party business systems.

effisoft.com

CIR

CONTINUITY INSURANCE & RISK

CIR magazine publishes three software reports a year:

August 2012

Business Continuity Software Report

October 2012

Emergency & Mass Notification Software Report

December 2012

Risk Software Report

Each report is published in CIR magazine as well as on our website.

For all marketing and sponsorship opportunities within the reports, please contact Graeme McQueen on 020 7562 2434 or email graeme.mcqueen@cirmagazine.com

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Major functional areas																																
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Loss and accident identification	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
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Risk approval	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
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Risk assessment																														
Quantitative assessment	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
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Provision management																														
Plans linked to multiple risks																														
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Compliance auditing	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Analysis & Reporting																														
Multiple application reporting	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Probability vs. impact impact diagram	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Monte Carlo simulation																														
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Data driven reporting	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Ad hoc reporting	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
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Bayesian analysis																														
User-defined dashboards	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Integration with business intelligence reporting tools	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Automatic alerts	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
Ability to combine data from all modules within a single report	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	

CS STARS > RISK NOTHING™

	CS STARS	AchievePlus	Active Risk Manager (ARM)	Acuity STREAM	AgenaRisk	Agilance RiskVision	@RISK	BarrOwl	Citicus ONE	Covalent ERM	Cura Enterprise GRC Platform	ERA Kairos	Figtree RMIS	JCAD Lachs	JCAD RISK / RISKLite	KnowRisk	MEGA Suite	MetricStream RMS	MIMS RM	MK Insight ERM	Pentana Vision	Predict	Quantate Risk	RiskConsole	RMSS ERI	SAS Enterprise GRC	Ten Risk Manager	THESIS	WebRisk	
Analysis & Reporting																														
Ability to combine data from all modules within a single dashboard	•	•	•	•	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Ability to meet user reporting needs without the need from custom reports	•	•	•	•	•	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Integration with geospatial analytics	•	•								•		•	•				•	•						•	•	•				
Automatic alerts based on the proximity and severity of external events to locations	•	•								•		•	•				•	•				•			•	•	•	•		
Incident management																														
Web-based incident reporting	•	•	•		•		•	•	•	•	•	•	•	•	•		•	•	•					•	•	•	•	•	•	•
Convert incidents to claims	•	•	•							•		•	•				•	•						•	•	•				•
Forward and automatically attach emails to the system	•	•	•					•				•	•				•	•						•	•	•				•
Automated incident investigation and escalation	•	•	•		•		•			•		•	•				•	•						•	•	•	•	•	•	•
Data conversion and consolidation services	•	•								•	•	•	•	•	•		•	•	•					•	•	•	•	•	•	•
Claims management																														
Full claims administration	•	•										•	•				•	•						•	•	•				•
Dashboards for tracking claims metrics and KPIs	•	•										•	•				•	•						•	•	•				•
RIDDOR / CRU1 Reporting	•	•										•	•				•	•						•	•					•
External claims benchmarking	•	•										•	•				•	•						•	•					•
Forward and automatically attach emails to the system	•											•	•				•	•						•	•	•				•
Data conversion and consolidation services	•											•	•				•	•						•	•	•				•
Policy and premium management & Premium allocation																														
Insurance knowledge base	•											•	•				•	•					•	•					•	
Policy program functionality	•											•	•				•	•						•	•					•
Policy erosion	•											•	•				•	•						•	•					•
Allocation of premiums based on exposure values and loss experience	•					•						•	•				•	•						•	•					•
Tracking of covered locations and perils	•											•	•				•	•						•	•					•
Ability to report on premiums by insurer, broker or business unit	•											•	•				•	•						•	•					•
Captives support	•											•	•				•	•						•	•					•
Ability to report on exposure by insurer and insurer ratings	•											•	•				•	•						•	•					•
Ability to create a diagram of the insurance program including the erosion of each layer	•											•	•				•	•						•	•					•

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	CS STARS	AchievePlus	Active Risk Manager (ARM)	Acuity STREAM	AgenaRisk	Agilance RiskVision	@RISK	BarrOwl	Citicus ONE	Covalent ERM	Cura Enterprise GRC Platform	ERA Kairos	Figtree RMIS	JCAD Lachs	JCAD RISK / RISKLite	KnowRisk	MEGA Suite	MetricStream RMS	MIMS RM	MK Insight ERM	Pentana Vision	Predict	Quantate Risk	RiskConsole	RMSS ERI	SAS Enterprise GRC	Ten Risk Manager	THESIS	WebRisk
Renewal data																													
Ability to customise renewal questionnaires	•	•										•						•	•					•	•	•			•
Automated data validation against previously submitted values	•	•										•						•	•					•	•	•			•
Automatic reminders for unsubmitted values	•	•										•						•	•					•	•	•			•
Predefined report templates for renewal data consolidation	•											•	•					•	•					•	•	•			•
General / admin / tech																													
Full process analysis hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Full process escalation hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Objectives hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Organisational hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Asset hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Financial accounts hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Expand and collapse hierarchy	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Audit findings	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Scalable and tested to 100 users	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Scalable and tested to 1,000 users	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Scalable and tested to 10,000 users	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Context sensitive help	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Screen customisation	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Search and filter	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Roll-forward capability	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Multi currency	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Multi language	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Web application	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Web service API	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Synchronisation with active directory	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Integration with MS Office	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Integration with enterprise reporting systems	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Integration with collaboration tools	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Ability to install software on users own IT infrastructure	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Support for offline working and synchronisation	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Hosted option / SaaS	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Smartphone app	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
User security clearance	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

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for further information.

RiskConsole from Aon eSolutions is an award-winning, web-based risk management information system (RMIS) that uses risk, exposure, claim and policy data to provide CFOs, CROs and Risk Managers with an integrated enterprise-wide view of their risk.

RiskConsole was the industry's first online RMIS and still leads the way today. Over 300 global firms, from a vast spectrum of industries across the world, now trust RiskConsole to maintain a wide variety of risk and insurance information.

Following careful consultation, the solution is adapted to seamlessly integrate with client-specific workflows from across the entire business, as well as with third parties such as insurers, claims adjusters, captive managers and solicitors.

By accommodating the administrative, reporting and analytical needs of insurance and risk management operations, clients use their data and reports to drive down costs through savings achieved by; greater loss prevention, improved workflow efficiencies and lower insurance premiums. Ultimately, RiskConsole helps clients understand and lower their Total Cost of Risk.

Visit www.aon-esolutions.com for more information, or call +44(0)20 7086 0149 to set up a demonstration.



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Active Risk (formerly Strategic Thought Group) addresses enterprise-wide risk management (ERM) and governance, risk and compliance (GRC) requirements with advanced software and services that can be implemented across organizations in all industry sectors.

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ARM is used by major organizations around the globe including US Air Force, EADS, Rio Tinto, Lockheed Martin, Nestle, NASA, London Underground and Amlin. ARM was awarded "Risk Application of the Year" in November, 2010 at the global Risk Management Awards run in conjunction with the Institute of Risk Management.



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CS STARS delivers industry-leading software and services for managing risk, claims, and insurance. More than 1,000 organisations across the globe rely on CS STARS' solutions for consolidating risk information, analyzing and reporting risk exposures, administering claims, tracking corporate assets, and automating compliance audit processes.

Our comprehensive, web-based solutions include:

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Reporting and Analytics - Create dashboards, risk maps and sophisticated reports that can be easily shared throughout an organisation.



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Cura provides smarter software solutions designed to enable businesses worldwide to meet their Governance, Enterprise Risk Management and Compliance requirements. Cura does this through fast implementation, easier configurability, and true enterprise architecture. Cura is a fully web-enabled risk management system designed to enable users to create and assess risks based on their chosen methodology and puts the power of configuration in the hands of our customers through the use of innovative technology.

Cura is used by Global 1000 enterprises such as Vodafone, Coca Cola, BG Group, Dubai Holdings, BHP Billiton, MTN and over 200 organizations worldwide. Cura also partner consulting firms in focused areas of risk and compliance. Cura is ranked as a Magic Quadrant Vendor and visionary by Gartner Research.

Cura facilitates the management of ERM, ORM, Financial Controls, Project Risk and Risk Maturity, Basel II, Solvency II and supports Multiple Frameworks (ISO 31000, CobiT, ISO27000, COSO).

Cura also supports PCI DSS compliance initiatives.

Cura Software Solutions has offices in London (UK, Europe), Boston, Johannesburg (Middle East Headquarters), Sydney and Melbourne, Singapore and Hyderabad.



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Figtree Systems, an NTT Data Company are a specialist software provider of risk management, claims management, insurance & renewals management, OH&S and fleet management solutions. The highly flexible Figtree system is intuitive and easy to navigate.

The system is web and smartphone-enabled. It can be used from Figtree's datacentre or it can be deployed in the client's own environment. Its main features include interlinked modules, workflow automation, document management, management information & reporting and web-based data capture that increases productivity and lowers costs.

The risk management module has extensive features to maintain & review risk registers and assign controls & actions that mitigate or reduce the impact at various organisational levels. Graphical dashboards and risk matrices give an instant snapshot of the risk pattern, along with the ability to drill-down to the actual risks.

Figtree's solutions are utilised by local authorities, central government, police forces, insurers, brokers, TPAs, utilities, transportation and construction companies.



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Established in 1991, MEGA is a privately held company, that provides a global approach to business performance by optimizing, transforming and governing the entire organization. The company combines more than 20 years of enterprise architecture and business-driven solutions that meet evolving governance, risk and compliance challenges. MEGA's vision of GRC is based on a holistic vision of the organization, encompassing strategy, business processes, IT assets, risks, controls and compliance.

MEGA's software solutions, complemented by specialized consulting services, consistently address all aspects of governance, risk and compliance: enterprise and operational risk management, internal audit, and compliance management. Based on a powerful technology, the MEGA Suite provides dedicated control tools to meet each stakeholders' objectives. These tools allow to map data, identify relationships between risks and controls and the business, manage content and workflows, and produce superior reports. They help coordinate risk, control, compliance, and audit activities, and ensure accurate documentation to track and evaluate information.

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MetricStream is the market leader in providing risk management solutions to large global organizations across different verticals including Banks and Financial Services, Insurance, Energy, Utilities, Healthcare, Life-Sciences, Government and others.

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Headquartered in Palo Alto, CA, MetricStream has offices across US, Europe and Asia Pacific region.



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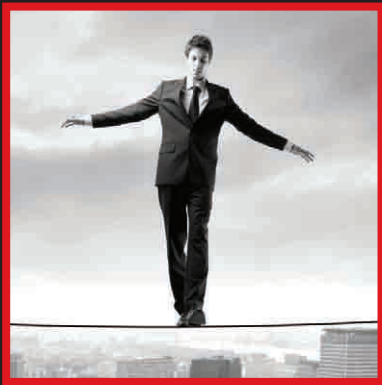
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