



“Extended enterprises must anticipate the potential risks related to every alliance they establish.”

Deloitte

ComplyChainSM is the premiere web-based service for empowering partners to collaboratively lower business and regulatory risks and costs in their joint information processes.

Outsourcing & Third Party Information Sources

Outsourcing Brings Reward—and Risk—in Today’s Networked Economy

Outsourcing can reduce costs and increase productivity. Use of remote IT systems, Application Service Providers (ASP) and Business Process Outsourcing (BPO) has accelerated this trend.

The Risk?

When outsourced, your business information enters other organization’s IT governance and security systems. Should these information assets and processes become compromised, the impact on your business could be staggering:

- Business failure due to unavailability of a partner’s information system
- Invalid or unauthenticated transactions corrupt your financials and impact Sarbanes-Oxley compliance
- Unauthorized disclosure or access to personal financial or health information impacts GLBA, EU Privacy and HIPAA compliance
- Lost or corrupted data results in brand and reputation damage
- Costs exponentially increase as you attempt to manage multiple outsourced relationships

ComplyChain Manages Information Service Level Compliance

Extending and automating your oversight of Service Level Agreements (SLA) or other information service terms to protect shared information assets and processes is called Information Service Level Compliance (ISLC) management. ComplyChain automates the management of information controls between partners in order to reduce operational costs and enforce ISLC.

Without the real-time continuous audit of the terms and conditions of an outsourcer’s SLA, this compliance cannot be achieved. Periodic audits and financial penalties for SLA violations only address failure after damage to your business has occurred. ComplyChain delivers real-time continuous accountability.

ComplyChain Rewards

- Protects your reputation and brand by reducing information and business failure
- Minimizes the business impact of service level failures by enabling a real-time response
- Enables proactive compliance to regulatory mandates for information accuracy, security and privacy
- Improves the quality of your outsourced information relationships
- Reduces the risks and costs when you outsource sensitive information
- Increases the efficiency, effectiveness and speed of your ability to manage multiple outsourcers
- Motivate partner compliance through real-time continuous accountability

How does ComplyChain work?

STEP 1:

A ComplyChain Certified Partner™ reviews existing information service terms to determine where our patent-pending Information Service Level Compliance (ISLC) service can help you gain control of the business and regulatory risks and costs associated with your external information-based activities:

Compliance Issue	Information Service Risk	ComplyChain Control Solution
Performance & Quality	An outsourcer changes their application (i.e. information processing routine) without proper testing. Your information is now corrupted.	Monitor outsourced software change management and request review of application changes and updates. Capture the time of application changes for transaction back-out file recovery.
Security & Privacy	An outsourcer is not applying operating system security patches on a timely basis, leaving your information exposed.	Monitor application of system security patches for compliance to a reasonable time-based standard.
Regulatory & Certification	A files containing your customers' personal financial or healthcare information is left unprotected, leading to unauthorized access.	Monitor backup, security and configuration activities. Immediately notify key personnel when security specs or information controls are violated.
Personnel & Training	An outsourcer's key employee with access to sensitive information on your systems is promoted or leaves the outsourcer's organization, and your company is not notified to update passwords or system access.	Systematic or email monitoring of an outsourcer's critical employees for immediate notification to changes in their job responsibility or employment status, thus enabling you to perform a timely security profile update.

STEP 2:

ComplyChain helps you quickly and easily work in a collaborative manner, on a per contract basis, with each of your outsourcers to establish and manage, over time, an efficient and effective set of ISLC controls for each new relationship:

- What are the business issues that require Information Service Level Compliance?
- What are the resultant systems, data and personnel that require controls?
- How can an ROI be achieved quickly?
- What constitutes an incident/violation, and how will both organizations coordinate the responses?
- Which existing performance or security tools can be re-purposed to monitor, test and improve system, network, security and change management "vital signs?"

STEP 3:

When the initial collaborative effort is complete and the controls are deployed, ComplyChain real-time continuous monitoring, joint incident response and settlement, control testing, and continuous improvement processes automatically begin. Now you and your outsourcer have the confidence that both organizations are **in compliance** with the ISLC terms and conditions set forth in your agreements.

When a violation occurs, a ComplyChain "**Joint Incident Response (JIR)**" coordinates a response for both you and your partner to quickly minimize the impact on business operations. ComplyChain processes also continually ensure proper settlement, testing, and improvement of ISLCs between organizations.

Let ComplyChain help you Collaborate with Confidence.