



"If outside organizations experience a breakdown, intrusion, contamination, virus incident or something...then our ability to satisfy our customers' needs could be put at risk."

*Bill Boni, Motorola CISO- ISource Magazine
"Risky Business" - June/July 2003*

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

Supply Chain Management

Collaborative Risks & Compromises in the Networked Supply Chain

The edge of the enterprise is where innovation delivers productivity, competitive advantage and profits. But these benefits can vanish if you can't effectively manage the joint information processes between partners.

The Supply Chain Risk?

Are you sure all your suppliers are treating your business information with the same care as you do? Should their practices fail to comply with your IT, business and regulatory requirements, the impact on your business could be staggering:

- Business failure due to unavailability of timely or quality information
- Exposure to Sarbanes-Oxley penalties due to invalid transaction processing that corrupts your financials
- Corporate espionage exposure because of unauthorized disclosure or access to proprietary information
- Brand damage and loss of customers due to lost or corrupted data
- Soaring costs and damages as you manage a supply chain information crisis on a reactionary and time-delayed basis

ComplyChain Manages Information Service Level Compliance

Extending and automating your oversight of Service Level Agreements (SLA) and other IT governance, information stewardship, and security service terms to protect shared information assets is called Information Service Level Compliance (ISLC). ComplyChain automates the on-going negotiation and management of ISLC controls between partners in order to reduce business and regulatory risks and costs that endanger earnings.

Without the real-time continuous audit of a supplier's information practices based on ISLC terms and conditions, operational integrity cannot be achieved. Today's practice of periodically conducting service level audits, then assessing financial penalties, is insufficient because it happens well after damage to your business has occurred. ComplyChain delivers real-time continuous accountability.

ComplyChain Rewards for the Collaborative Business Manager

- Protect your brand and your customers by reducing information and business failure
- Minimize the business impact of service level failures by enabling a real-time response
- Enable proactive compliance to regulatory mandates for information accuracy, security, and privacy
- Improve the quality of your outsourced information service levels
- Reduce the risks and costs of managing a supply chain information crisis
- Increase the efficiency, effectiveness and speed of your ability to manage multiple suppliers
- 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 inter-organizational information-based activities:

Supplier Issue	Information Service Risk	ComplyChain Control Solution
Performance & Quality	A partner changes their application (i.e. information processing routine) without proper testing. Your information is now corrupted.	Monitor supplier's software change management and request review of application changes and updates. Capture the time of application changes for transaction back-out and file recovery.
Security & Privacy	A partner 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. If a patch was not applied on time, an automated response would isolate the partner from your network, thus reducing the risk of security failures.
Regulatory & Certification	A file containing your critical proprietary business 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	A partner's key employee with access to sensitive information on your systems is promoted or leaves the partner's organization, and your company is not notified to update passwords or system access.	Systematic or email monitoring of partner'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 suppliers 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 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 partner 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 partners.

Let ComplyChain help you Collaborate with Confidence.