i-Sight

Delivering Value in Case & Investigations Management

Distributed and dynamic business requires the organization to take a strategic approach to issue reporting and case management. Organizations require complete situational and holistic awareness of issues, incidents, investigations, and cases across business operations and processes. This is best approached through structured and accountable processes enabled through an integrated information and technology architecture for issue reporting and case management. The goal is to manage individual issues at the detail level while being able to see the big picture and trends of issues and their impact on overall risk and compliance exposure.

i-Sight Case Management

i-Sight is an issue reporting and case management solution that GRC 20/20 has researched and evaluated, that can manage the range of issues, incidents, investigations, and cases across the organization. i-Sight can be deployed to manage a specific type of issue or case, or can be implemented as an enterprise issue reporting and case management solution to manage the range of cases across departments and functions.

GRC 20/20 finds that i-Sight enables organizations to be efficient, effective, and agile in issue reporting and case management. It enables investigation roles to fulfill their respective duties while providing an integrated information and technology architecture to deepen collaboration, transparency, and accountability on investigations across the enterprise. i-Sight is well suited for use across industries and organizations to manage the range of issues and cases throughout complex and dynamic business.

GRC 20/20 interviewed i-Sight clients in *banking, county government, managed healthcare, hospitality and state government*.

GRC 20/20's evaluation, research, and interactions with i-Sight clients has revealed the following:

- ■ **Before i-Sight:** Typical clients struggled with manual processes for issue reporting and case management that were encumbered by documents, spreadsheets, and emails or custom internally built databases that were cumbersome. No one had complete visibility and reporting on cases was time consuming. There were significant inefficiencies, redundancies, as well as gaps. These clients come from three different scenarios:

> ➤ *Documents, spreadsheets, and emails.* They struggled managing hundreds of documents, spreadsheets, and emails that became cumbersome and required significant time to manage and report on.

> ➤ *Internally built database solution.* Other clients moved to i-Sight as they found their internally built solutions were cumbersome and lacked the breadth of features they needed, particularly in reporting. It also was costly to maintain these applications internally.

> ➤ *Moving from competing platforms.* Some clients also moved to i-Sight from competing platforms that were not agile and limited in functionality.

■ **Why organizations choose i-Sight:** Clients desire a full end-to-end enablement of issue reporting and case management. In evaluating solutions, they found that i-Sight was intuitive, easy to use, had strong customization features that did not require coding and IT help, had the breadth of capabilities and reporting desired, and was competitive on price. They value the ability to store data globally while addressing privacy concerns, provide evidence of compliance, and ease of integration. i-Sight clients particularly value the overall methodology that is integrated into the solution that includes best practices and domain experience.

■ **How organizations are using i-Sight:** i-Sight clients use the solution for a variety of purposes in context of issue reporting and case management. Some are focused on specific areas of case management such as complaints or fraud, while others are using the solution to manage a range of case types across departments. Their common goal is to have a single information and technology architecture that enables issue reporting and case management to drive efficiency and resilience. The ability to integrate the full scope of case types with a strong system of record that provides assurance in one platform provides 360° contextual intelligence on issues, incidents, investigations, and cases. Clients of i-Sight are from a range of industries as well as organizations of various size.

■ **Where i-Sight has excelled for organizations:** Organizations tell GRC 20/20 that the solution has excelled for them in automating issue reporting case management strategy, execution, and reporting. Organizations are using it to provide an integrated view of issues and cases to manage and monitor the entire process from oversight across cases to the effective management of individual cases. They find value in having an integrated platform with robust reporting through a harmonized process for all cases that provides a defensible system of record and single source of truth on issues and cases.

i-Sight enables the different roles in issue reporting and case management as follows:

■ **Investigators and investigation support.** Investigators (teams) have a single system of record to record investigation contacts, evidence, activities, interviews, and other interactions. They can utilize templates for investigations and from there modify to create specific action items, to do lists, follow-up tasks,

recommendations, and send for review and feedback. i-Sight helps them keep on track and accurately report on investigations in a timely manner. This extends to the array of roles involved in investigations such as legal, audit, compliance, security, human resources, health and safety, and more.

- **Managers.** Managers can actively monitor all current and outstanding cases, their progress, and receive alerts and notifications for inactive or overdue actions and tasks. i-Sight allows managers to measure and compare individual and team performance on individual investigations as well as across investigations.

- **Senior managers and executives.** Executives are provided assurance that issues are being discovered and resolved, that compliance is in place, and the organization's exposure to risk is being mitigated. i-Sight allows senior managers and executives to monitor leading and lagging investigations triggers, detect emerging trends, ensure that resources are managed efficiently and effectively.

Total GRC Value & Return

GRC 20/20 evaluated typical savings achieved by:

- *Large organizations with 25,000 employees* managing approximately 15,000 issues being reported in a year.

- *Medium-sized organization, with 5,000 employees* managing approximately 5,000 issues being reported in a year.

- *Small organizations with 1,000 employees* managing approximately 1,000 issues being reported in a year.

GRC 20/20 finds that i-Sight delivers value to organizations of all sizes. This value is quantified across all the stages of the issue reporting and case management lifecycle:

1. *Case planning & administration*

2. *Issue intake & triage*

3. *Investigation*

4. *Remediation & resolution*

5. *Reporting & metrics*

ROI for Large, Medium and Small Organizations

When calculating benefits minus costs:

- *Large organizations* using i-Sight can typically see a return on investment in under eight months.

- *Medium-sized organizations* using i-Sight can typically see a return on investment in just over seven months.

- *Small organizations* using i-Sight can typically see a return on investment in just over 15 months.

GRC 20/20's Final Perspective . . .

Every solution has its strengths and weaknesses, and may not be the ideal fit for all organizations in all situations. While GRC 20/20 has identified many positive attributes of i-Sight to enable organizations in the consistent management and monitoring of issues and cases — readers should not see this as a complete and unquestionable endorsement of i-Sight.

GRC 20/20 finds that i-Sight provides the greatest value to mid to large sized organizations that can reap the benefits of replacing thousands of documents, spreadsheets, and emails with an application that automates and enables the entire issue reporting and lifecycle process. Small organizations also see value in i-Sight, but this value takes more time to obtain than in larger organizations.

i-Sight is an established player in the issue reporting and case management segment of the GRC market. It has clients in over 15 countries around the world managing a complex array of cases. With more than 18 years of delivering value to clients, GRC 20/20 finds that i-Sight has what it takes to manage cases to the highest industry standards and requirements in a flexible platform that is agile to the modern organization's needs to be agile.

Organizations looking to adopt i-Sight can do so broadly or narrowly. They can implement i-Sight as an enterprise platform to manage the range of issues and cases across the organization, or they start with a focused area of case management and expand to other use cases and departments over time.

i-Sight enables the organization to more efficiently manage staff time by reducing manual tasks and spending more time on investigation processes. i-Sight provides a cost-efficient platform to allow investigation teams to better collaborate across the globe, share and report consistent information, and provide more value-add work in-house. This enables clients to be more agile and quickly respond to changes in their business or industry. As organizations continue to grow and have people and operations globally, i-Sight will ensure continuous low costs, information consistency, interactive global collaboration, and control and process transparency.

Appendix

Disclosures

This GRC Value Perspective research was commissioned by i-Sight. GRC 20/20 Research makes no assumptions or guarantees as to the potential value and ROI that any particular organization will receive. GRC 20/20 advises that readers use their own estimates with the framework provided in this research piece to determine the value of utilizing i-Sight. i-Sight reviewed and provided feedback to GRC 20/20 Research, but GRC 20/20 maintained editorial control over the research and findings and does not accept changes to the study that contradict GRC 20/20's findings or obscures the meaning of the study. i-Sight provided the customer names for the interviews but did not participate in the interviews.

GRC Value Perspective Methodology

GRC 20/20 interviewed 5 i-Sight clients to determine the value and benefits they received from implementing i-Sight. From the findings provided in these interviews, GRC 20/20 constructed an economic model of value i-Sight clients can expect to achieve from utilizing i-Sight for issue reporting and case management. This model details the costs and benefits clients typically can expect. Benefits were measured in efficiency, effectiveness, and agility organizations achieved with i-Sight.

GRC 20/20 conducted the following tasks to define and measure the value of i-Sight in clients:

- **Reviewed** i-Sight solution and related collateral materials to understand how the solution works and types of problems it solves.

- **Interviewed** 5 organizations utilizing i-Sight to determine the benefits and values each of them received over how they previously approached issue reporting and case management.

- **Developed** a financial model from the findings of the interviews to determine the value received by the typical small, medium, and large organization utilizing i-Sight. This financial model is composed of the cost and benefit data obtained from these interviews.

- **Published** this research paper on the value of i-Sight for issue reporting and case management.

Further details on the model and specific assumptions and parameters used to caculate value can be obtained from GRC 20/20 Research by emailing research@grc2020.com.

About GRC 20/20 Research, LLC

GRC 20/20 Research, LLC (GRC 20/20) provides clarity of insight into governance, risk management, and compliance (GRC) solutions and strategies through objective market research, benchmarking, training, and analysis. We provide objective insight into GRC market dynamics; technology trends; competitive landscape; market sizing; expenditure priorities; and mergers and acquisitions. GRC 20/20 advises the entire ecosystem of GRC solution buyers, professional service firms, and solution providers. Our research clarity is delivered through analysts with real-world expertise, independence, creativity, and objectivity that understand GRC challenges and how to solve them practically and not just theoretically. Our clients include Fortune 1000 companies, major professional service firms, and the breadth of GRC solution providers.