

Case Study: Retail

Enabling Capabilities of Audit Assessments

Cognizant builds a breakthrough digital solution for third-party governance, risk and compliance application.

Maintaining compliance in 15 countries, each with its own regulatory agency, was a challenge for this large, U.S. based retailer. Each year, auditors conduct assessments of all company facilities across 14 areas including food safety, anti-corruption, privacy, anti-trust, anti-money laundering and more. Each of the 10,000 annual assessments involved a paper-based, manual process that was inconvenient, required duplication of effort and was prone to manual error. The company's current system, RSA Archer (a governance, risk and compliance [GRC] platform that enables audit assessments), lacked the offline and mobile capabilities that would help facilitate and improve the assessment process. For the company's audit process to mature, it needed a digital solution that enabled auditors to use mobile devices onsite and work offline when wireless connectivity was unavailable. The company explored other available solutions but discovered that while some offered mobility, none had offline capabilities. Having worked with Cognizant for more than a decade, the company explained its dilemma. Instead of changing platforms, Cognizant developed a proof of concept that leveraged the existing platform and built a small, thin client that would sync with RSA Archer while enabling both mobile and offline capabilities.

At a glance

This U.S. based global retailer wanted a more efficient audit management process. It had to meet regulatory requirements across 15 countries, and its stores and other facilities were assessed annually on 14 areas from food safety to anti-money laundering. The company's audit management system lacked mobile and offline capabilities, requiring auditors to manually write down their findings and enter them into a system when they returned to their offices. Other solutions offered mobility but not offline capabilities, so the company turned to Cognizant. Cognizant developed a thin client that enabled mobility on or offline and synced with the company's existing audit management system. The solution provides a real-time findings summary that can be reviewed by store managers and corrected on the spot.

Mobile Application Saves Nearly 22,000 Hours in Auditor Time Annually

Now, instead of manually noting the audit findings on paper during a facility assessment and entering them into a system at another location, the mobile application enables auditors to capture data onsite using a mobile device. This significantly reduces errors, saves time and is easier for auditors to use. Once all data is entered in the mobile device, a real-time summary of the findings is reviewed with a store manager who can verify or correct the findings, further reducing the chance of errors.

Cognizant built and deployed the solution in five languages across 15 countries over a period of nine months. In countries where the infrastructure was insufficient to deploy the mobile application, Cognizant worked with the infrastructure teams to address hardware needs and enable deployment. The company was thrilled to discover that deploying the mobile application shaved an average of two hours and ten minutes off the approximately five hours each auditor needed to conduct an assessment. According to the company's internal reporting, this equated to nearly 22,000 hours and ~\$2 million in cost savings each year. Enhancing the efficiency of assessments through digital and mobile capabilities helps the company mitigate local risks such as food safety controls while meeting mandatory international compliance requirements.

For more information: www.cognizant.com/security

Outcomes

- Reduced the average time per audit from five hours to 2.9 hours
- Reduced assessment costs by ~\$2 million annually
- Eliminated duplication of effort
- Eliminated manual processes which significantly reduced errors

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 194 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us [@Cognizant](https://twitter.com/Cognizant).

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