

# Edgile Case Study: Healthcare Provider

A not-for-profit system of hospitals/healthcare providers with 20 hospitals, 200+ ambulatory sites, hospice, home health, medical equipment and other health services

## Challenge

- Manual and immature processes for Risk Ratings, Risk Assessments, and Vendor Risk Management
- Faced challenges calculating risk ratings and reporting risk in a standardized and centralized manner

## Goal

- Centralize risk management tasks
- Standardize and provide additional transparency to the VRM Process
- Improve reporting for both Risk and VRM

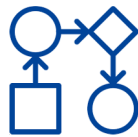
## ServiceNow Products

- Risk Management Module
- Vendor Risk Management Module

## Edgile Approach

- Edgile Vendor Risk Management and IRM “Quick Start”
- Edgile Risk Methodology Accelerator
- Edgile Automated Regulatory Compliance (ArC) Content for Healthcare Providers
- Implemented a formal method to categorize, rate, and monitor risks through use of the risk register
- Enhanced the risk rating process through use of standard risk assessments and diagnostics
- Standardized the vendor intake and tiering process with a consistent approach to managing vendor assessments

## Results



Introduced workflows for follow-up and remediation of vendor issues



Improved coordination and collaboration