Edgile Case Study: Healthcare Provider w/ Research

A health system based in the Southwest that operates over 20 hospitals/facilities across 6 different states

Challenge

- Manage risks and control capabilities of vendors through coordination with Procurement, Legal, IT, business and Information Security

Goal

- Automate and streamline the Vendor Risk Management process so the organization can assess vendors faster and the organization has a more visibility into the status on vendor on-boarding approval

ServiceNow Products

- Vendor Risk Management

Edgile Approach

- Used the Edgile ServiceNow Vendor Risk Management "Quick Start" to deploy in just 12-weeks
- Integrated BitSight into the solution for both rapid assessments and deep dives of Tier 1 vendors
- Coordinated and incorporated procurement, legal and other stakeholder's requirements
- Performed UAT until defect-free
- Performed knowledge transfer, training as well as staff augmentation to run the program built for the client while the hired in-house talent

"Prior to ServiceNow Vendor Risk Management, we were using a third-party provider to assess vendors but felt the value was not there – evidence was not reviewed and the ability to clarify responses was lacking. We were able to improve the quality and response time bringing this service back in-house leveraging the automation afforded by ServiceNow. And the suppliers even said they had a better experience using the ServiceNow VRM Portal and appreciated the simplicity of the SIG treatment with medical device supplemental assessments that we implemented!"

-- Connor, Director TPRM, Healthcare Provider

Results

Alerts and awareness of high residual risk vendors

Compliance with related mandates regarding Business Associates

Streamlined process for the business to complete inherent risk questionnaires