



The Sword Group Sword Achiever Suite for IBM FileNet P8 – Investigative Management

Partner Solution

■ **Target Industry**

Compliance

Cross Industry

■ **Business Applications**

Meetings Management & Issues

Management

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Content Manager

Business Challenge

To stay compliant with many areas of legislation and regulation, organizations need to capture a wide variety of issues and problems from across the business. They then must be able to review, evaluate and demonstrate effective action and control measures.

Investigative management is an essential factor in a comprehensive Governance, Risk and Compliance (GRC) strategy. A business must be enabled to register non-conformances, assign ownership of each issue, drive investigations and empower the issue owner to take and record preventative actions to ensure issues are not repeated. The challenge is in centrally managing this effort through a single system and providing corporate management with clear visibility into issues across the enterprise. A comprehensive problem and meeting management solution provides a best-practice framework for transparent and consistent investigation into potential non-compliance and risk management issues.

Solution

Two key areas of GRC that are addressed within the Sword Achiever Suite for IBM FileNet P8 - Investigative Management module are: Meetings Management and Issues Management.

Together, with the other modules within the Suite, form the foundation for a single corporate-wide unified IBM Enterprise Content Management (ECM) enabled GRC platform.

Meetings Management enables the creation and effective management of meetings, pre-meeting and post meeting actions, forming a permanent record of decisions made and actions assigned. This conforms to best practice standards in the execution of GRC management across the enterprise. The solution facilitates scheduling coordination of meeting attendees and agendas and recording of resultant minutes. It also assists with the definition and assignment of tasks that arise in preparation for and in response to scheduled meetings.

Issues Management delivers best practice processes for issue and problem management to ensure ownership of actions is clearly identified and managed. The solution documents and defines ownership of issues, incidents, potential problems and improvement opportunities. Problems can be associated with compliance areas and business processes so that high risk areas can be highlighted. Reports identify all outstanding actions in the system, highlighting potential problems and areas for improvement. Audit trails

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ensure clear traceability of actions throughout the audit and corrective action process and role-based access ensures security.



Incomplete actions can be escalated using a configurable escalation engine, ensuring that all corrective actions and improvements are tracked to completion. The solution can be configured so that an issue can be associated with a process, compliance standard, department or a single document. This ensures focus is placed on the problems with the greatest potential impact on the business.

Value Proposition

The Sword solution supports meeting and issues management to ensure prompt and corrective action is taken and a more effective use of resources is used to address compliance related issues. Using the Sword Achiever – Investigative Management solution, organizations can improve business processes and minimize risk and impact of non-compliance. Improved focus and organizational visibility is delivered via management alerts on status of agreed upon actions, and the security of meetings and associated documents is also safeguarded.

Problem costs and potential savings can be measured so that resources can be allocated to areas of greatest import. Cost reports of non-conformances are available by problem type, status, date, root cause, risk rating and many other parameters, ensuring prioritization of activities based on potential savings.

The solution features an intuitive interface with customer configurable document types, categorization and keywords to ensure users can easily find information. All requested reviews, approvals and notifications are sent via email notification, using existing and familiar email systems. This supports fast user acceptance and reduces training requirements.

The solution can be installed alone and also integrates with the three other key capability areas of the Achiever Suite offering. The Achiever Suite for IBM FileNet P8 is quickly deployed and provide a complete return on investment in as little as 12-18 months

The Sword Achiever Suite for IBM FileNet P8 offers a progressive approach to GRC management by enabling enterprise-wide control over GRC policies, processes and controls via a single integrated framework, for simplified management and reduced costs.

Company Description

Established in 1993, Achiever Business Solutions is part of The Sword Group (www.sword-group.com), and is the European leader in Governance Risk & Compliance management software, with more than 600 customers across the globe.

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