MITRATECH

Sky-High IT Risk Management Competence

How Mitratech's Alyne solution helped DSV boost its IT risk management framework and deliver powerful GRC capabilities within the organization.

The Company

DSV, a global transport and logistics company, provides and manages supply chain solutions for thousands of organizations, from small size businesses to large global corporations. With more than 75,000 employees in more than 80 countries, DSV delivers great customer experiences and high-quality transport and logistic services.

DSV plays an important role as part of the critical infrastructure driving world trade and must deliver sustainable growth for all stakeholders: customers, shareholders and societies at large.

The organization strongly believes in conducting business with integrity, respecting different cultures and the dignity and rights of individuals. Furthermore, they contribute to the societies and local communities in which they operate. Moreover, they are continuously working on reducing their environmental footprint.

1,600
Offices and logistic facilities around the world.

80+
Countries worldwide.

75,000+
Employees globally.

www.dsv.com

DSV believes in the power of digitization and leverages technology for enhancing their core business processes. Their workflows are highly digitized and their IT systems are integrated with both customers and suppliers.

In today's global business landscape, this attitude towards innovation and technology helps optimize their customers' supply chain programs, as well as support efficient workflows internally.

The Challenge

DSV had an IT risk management framework in place, but they were lacking a technology tool that could boost their risk management capabilities.

Prior to the implementation of Mitratech's Alyne solution within the organization, DSV's approach to risk management was spreadsheet-based and communication amongst team members was particularly challenging.

In its pursuit of becoming a more innovative and technologically mature organization, DSV decided to go for a solution that could deliver powerful risk management capabilities. This is where Mitratech's Alyne comes into play.

DSV Risk Management Framework

DSV has in place a very mature risk management framework. Within the organization, they follow a multi-tiered approach.

Information risk management (IRM) is the process of identifying, assessing, treating, monitoring, and communicating information security and IT risks in order to ensure continuous business operations.

Enterprise Risk Management

Information Security Risk Management
(Strategic Level)

IT Risk Management
(Operational Level)
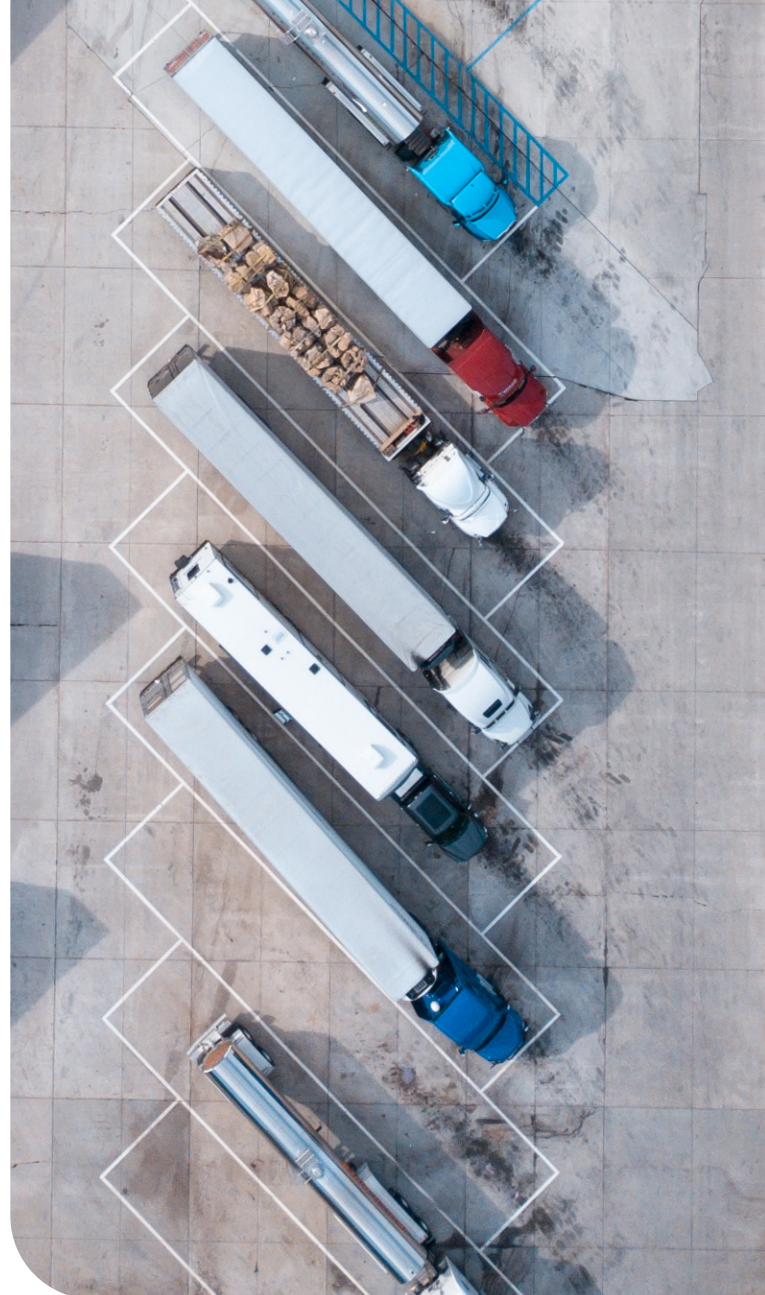
IRM within DSV consists of two major areas:

1. **Information Security Risk Management (ISRM)**

2. **IT Risk Management (ITRM).**

These two cover information risk management on strategic and operational levels, respectively. As such, IT Risk Management (ITRM) relates to day-to-day IT operations that have a potential to affect the business to a varying degree. Information Security Risk Management (ISRM) is primarily concerned with broader information security risks that might affect the organization (e.g. result in financial or reputational damage). Both areas will follow the same process for managing risks. IRM as a whole feeds into DSV's Enterprise Risk Management (ERM) by helping identify, assess, and manage the main information risks that are global in nature and have the potential to affect business operations throughout the entire organization.

Risk Types:

DSV divides risks into two categories:

1. **Information Security Risks**

   For risks under this category, IT Compliance should categorize high-level information risks. The risk types are based on plausible risk scenarios identified as part of a threat landscape exercise that, if it happened, would impact information security and business operations within the organization. Risks in this category include:

   ✔ Compliance Risks

   ✔ Privacy Risks

   ✔ Third-Party Risks

   ✔ M&A Risks

   ✔ Physical Security Risks

   ✔ Malware Risks

   ✔ High Level IT Risks

2. **IT Risks**

   Risks under this category are based on selected ISO 27001/2 controls and include:

   - ✔ Asset Management

   - ✔ Identity & Access Management

   - ✔ Cryptography

   - ✔ Physical & Environmental Security

   - ✔ Operations Security

   - ✔ Network & Communications Security

   - ✔ Systems Acquisition, Development & Maintenance

   - ✔ Third-Parties

   - ✔ Incident Management

   - ✔ Business Continuity

The Solution

As explained before, the organization follows a multidimensional risk structure to sort and filter risks in order to properly analyze them and understand their level of criticality. The goal with Alyne's solution was to link every application within the business to a risk, every risk to a specific vulnerability or threat, and these would be represented as objects within the solution.

DSV followed a two-line risk management approach with the help of Alyne. The first line would be the risk itself. Owners would log into the platform and raise new risks, update existing ones and change relevant information. If needed, they would submit these risks for approval. At this point, the second line would begin, a risk manager would then review and approve the first line of work.

Within the Alyne solution, two steps were required to meet the IT risk management goals of DVS:

1. Build Assets & Applications within Alyne's Object World

2. Create a Risk Structure & Tags for Filtering & Sorting

The Results

Leveraging Mitratech's Alyne GRC solution, DSV boosted its IT risk management framework, deployed next-generation GRC technology within the organization and delivered powerful risk capabilities on an operational level.

The team particularly highlighted Mitratech's following key value drivers:

- **Implementation Speed:** Quick implementation for unprecedented time-to-value.

- **Collaboration & Agile Development:** Alyne's solution has transformed the way in which teams work and perform their tasks. With intuitive functionality and a modern UX/UI for unmatched user experience, Mitratech's Alyne delivers new levels of efficiency.

> *"The implementation of Alyne's solution was easy and fast. Mitratech's Alyne implementation team was highly competent and understood our needs."*
>
> **THOMAS ZAKARIAS**
>
> CISO
> DSV A/S

About Mitratech

Mitratech is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitratech's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

Mitratech serves over 7,700 organizations worldwide, including 30% of the Fortune 500 and over 500,000 users in 160 countries.

For more info, visit: **www.mitratech.com**

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