

# GRC solution for optimized Enterprise Governance, Risk, Audit & Business Continuity Management

SMART GRC application software suite offers, solutions in area of Enterprise Risk Management, Internal Audit Management, Business Continuity Management, Policies & Compliance Management as standalone modules or as integrated platform with SMART Service Desk - IT service management solution. As robust Enterprise Risk Management requires ITSM and Business Data, we offer a comprehensive ITSM & GRC platform, with a common architecture and process automation, to manage IT risk and compliance.



## **SMART Service Desk**

*is Certified by Pink Elephant for  
11 ITIL Processes*



*Don't work harder,  
work SMART'er*



**Risk Management**

**Audit Management**

**Policies Management**

**Business Continuity  
Management**

**Change Management**

**Vendor Management**

**Authoritative Sources,  
Controls & Tests**

**Threats & Vulnerability  
Management**

**Compliance Management**

**Issue Management**

**Knowledge & Document  
Management**

**Incident Management**

**Projects Management**

**IS Assets Management**

**Statement of Applicability  
(SOA) Management**

**Workflow & Alerts**

## Key Features

### Enterprise Wide Platform

Automate entire GRC process in a single platform

### Enterprise Level Risk Mgmt

Manage your risks, controls and control objectives

### Business Continuity Mgmt

Ensure up-to-date impact analysis, for organization's essential processes.

### Automate the Audit Process

Support for the End-to-End Audit Process

### Single Repository

Have Integration in ITSM, CMDB and GRC processes.

### Enforce Risk Treatments

Ensure Risk Treatments are implemented as per time targets with workflow

### Dashboards & Reports

Have access to Risk dashboard, on demand, scheduled or Adhoc reports

### Standard Frameworks and Regulations

Supports Requirements for SOX, HIPPA, PCI, ISO 27001, ISO 9001

## Benefits

Reduced efforts in data collection and avoid data duplication

Reduce Costs, Avoid duplicate data silos and improve consistency in risk management, so as to focus on high / critical risks

Supports Electronic distribution of policies, regulations, procedures and other ISMS documents

Ensure timely Corrective Action Follow-ups are done to ensure continual improvement

Keep certification team aligned; be more productive through a well-defined ISO 27001 framework.

Improve productivity of governance staff working on certification through, using ISO 27001 structured framework for ISMS Projects

Support for the End-to-End Risk Processes for Risk Identification, Risk Estimation, Risk Evaluation, Risk Treatment, Risk Acceptance, Risk Monitoring and Communications

## *Our Solutions Portfolio*

### **SMART ITSSM**

IT Service Support Management  
Software

### **SMART BCM**

Business Continuity Management

### **SMART CMS**

Case Management Software

### **SMART FSM**

CRM for Field Service Management

### **SMART ITSM**

IT Service Management

### **SMART Audits**

Audit Management Software

### **SMART EAM**

Enterprise Asset Management

### **SMART RMS**

Risk Management Software

For more information, please visit

[www.SmartServiceDesk.com](http://www.SmartServiceDesk.com)