



# Aligning your people, processes, and technology with an integrated risk strategy

A powerful formula for transformation  
with ServiceNow and Celonis

START



## The evolution of risk

**Today, risk is everywhere. With increasing digitization, challenging macroeconomic conditions, uncertain geopolitical situations, and more, the modern enterprise is increasingly exposed to more risk.**

According to the 2022 OCEG Impact of Digitalization Survey, conducted in collaboration with ServiceNow, **61% of organizations believe their risk profile has or will change due to the risks created by digitalization.** As the workforce largely shifted to work-from-anywhere, risk is no longer contained by geographical barriers—adding additional layers of complexity to the risk environment.

Digitalization is just one driver of risk. As organizations become more connected and globalized, they are more susceptible than ever to risk introduced by vendor and resource limitations, geographical conflicts, and supply chain disruptions. But risk management strategies have typically been reactive. Complex IT landscapes, limited process visibility, and difficulty resolving compliance violations have fueled misalignment in risk strategies. In today's environment, as risks increase, risk strategy needs to shift to becoming more proactive and preventative.



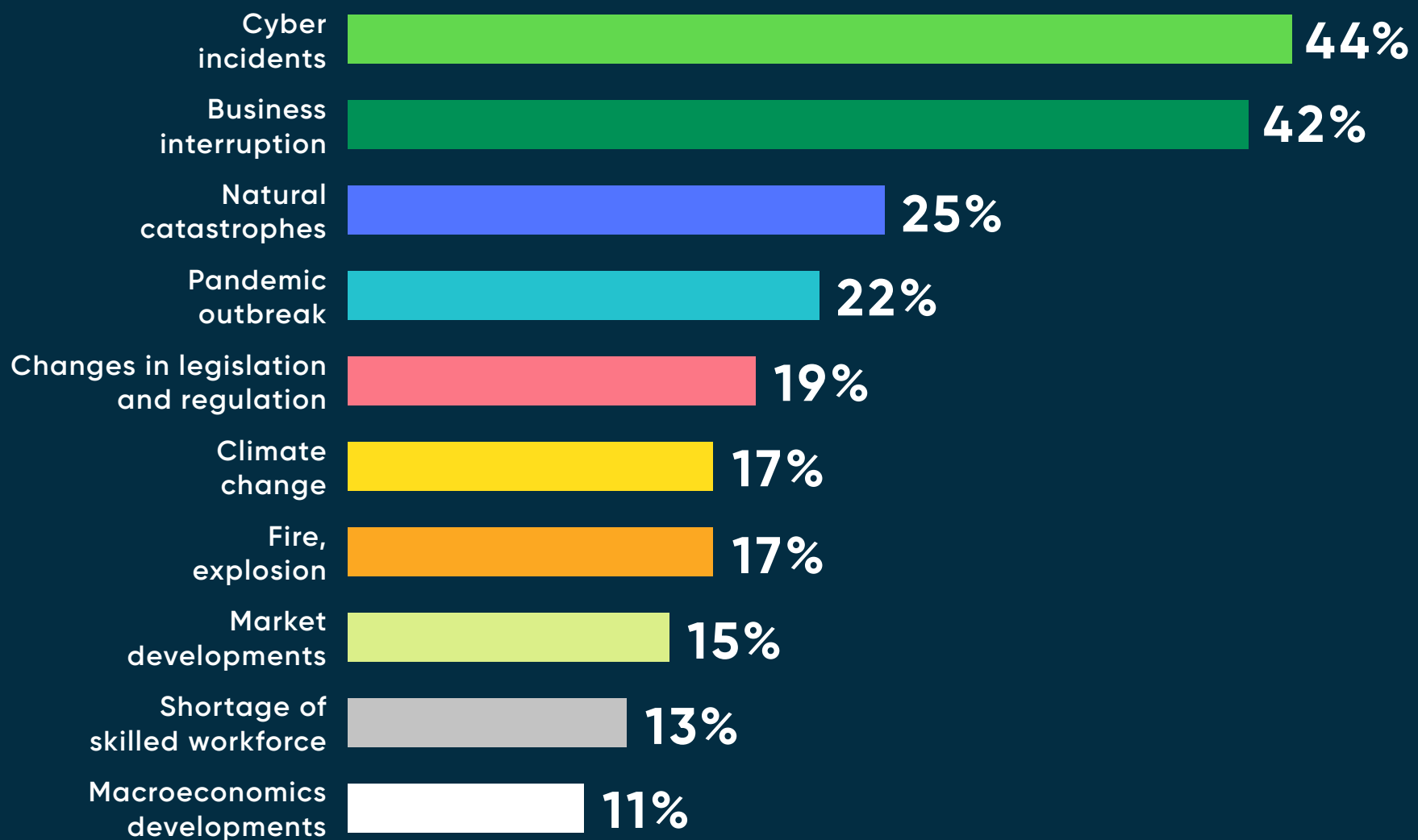
### THIRD-PARTY RISK ON THE RISE

**17%**

of organization have faced a high-impact third-party risk incident in the past three years  
**increasing 11% since 2019**

Every process has risk—no enterprise is immune. But hidden risks can hold organizations back from achieving their goals. Whether it be related to environmental, social, and governance efforts (ESG), vendors, or supply chain—any risk could harm your organization, its competitive position, or growth—and as a result needs to be anticipated, identified, and addressed.

## The most important global business risks for 2022



\*Based on the insight of 2,650 risk management experts from 89 countries and territories (% of responses). Figures do not add up to 100% as up to three risks could be selected.  
Source: [Allianz](#)

To stay ahead of risk, modern enterprises need to shift from reactive testing to proactive mitigation with an approach rooted in digital technology, continuous automated control monitoring, and instant remediation. You need a single source of truth and a robust risk management program to take security to the next level.



## Redefining risk management

Companies don't know what they don't know, so a surface-level approach to risk management no longer meets the mark for growing digital enterprises. Organizations require a comprehensive view across business units, partners, and suppliers—addressing risk at the strategy, assessment, response, reporting, monitoring, and technology levels. That's where Integrated Risk Management (IRM) comes in.

IRM helps leaders manage risk across the entire enterprise—from integrating ESG into enterprise-wide risk privacy to optimizing supply chain decision-making. With this unified approach, organizations can put policies and controls in place that help ensure compliance with mandates at local and national levels. So, you can self-heal risk events before they become control violations.

Together, ServiceNow and Celonis are revolutionizing the risk landscape, with a comprehensive and connected approach to identifying and managing risk. Celonis continuously monitors enterprise systems to identify deviations from the norm, then ServiceNow Integrated Risk Management takes action. Let's explore how this impacts stakeholders across the organization.

### WHAT IS IRM?

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**A set of practices and processes supported by a risk-aware culture and enabling technologies, that improves decision making and performance through an integrated view of how well an organization manages its unique set of risks**

Source: [Gartner](#)



## The connected impact of IRM

Complexities across your people, processes, and technology harbor hidden inefficiencies within business processes that lead to undetected risk.

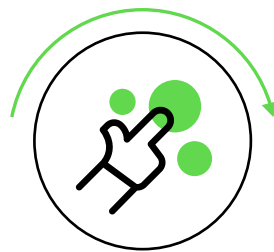
With the right tools and approach, enterprises can make risk management less costly and more efficient to bring better transparency to the organization.



Empower your  
**PEOPLE**



Streamline your  
**PROCESSES**



Connect your  
**TECHNOLOGY**

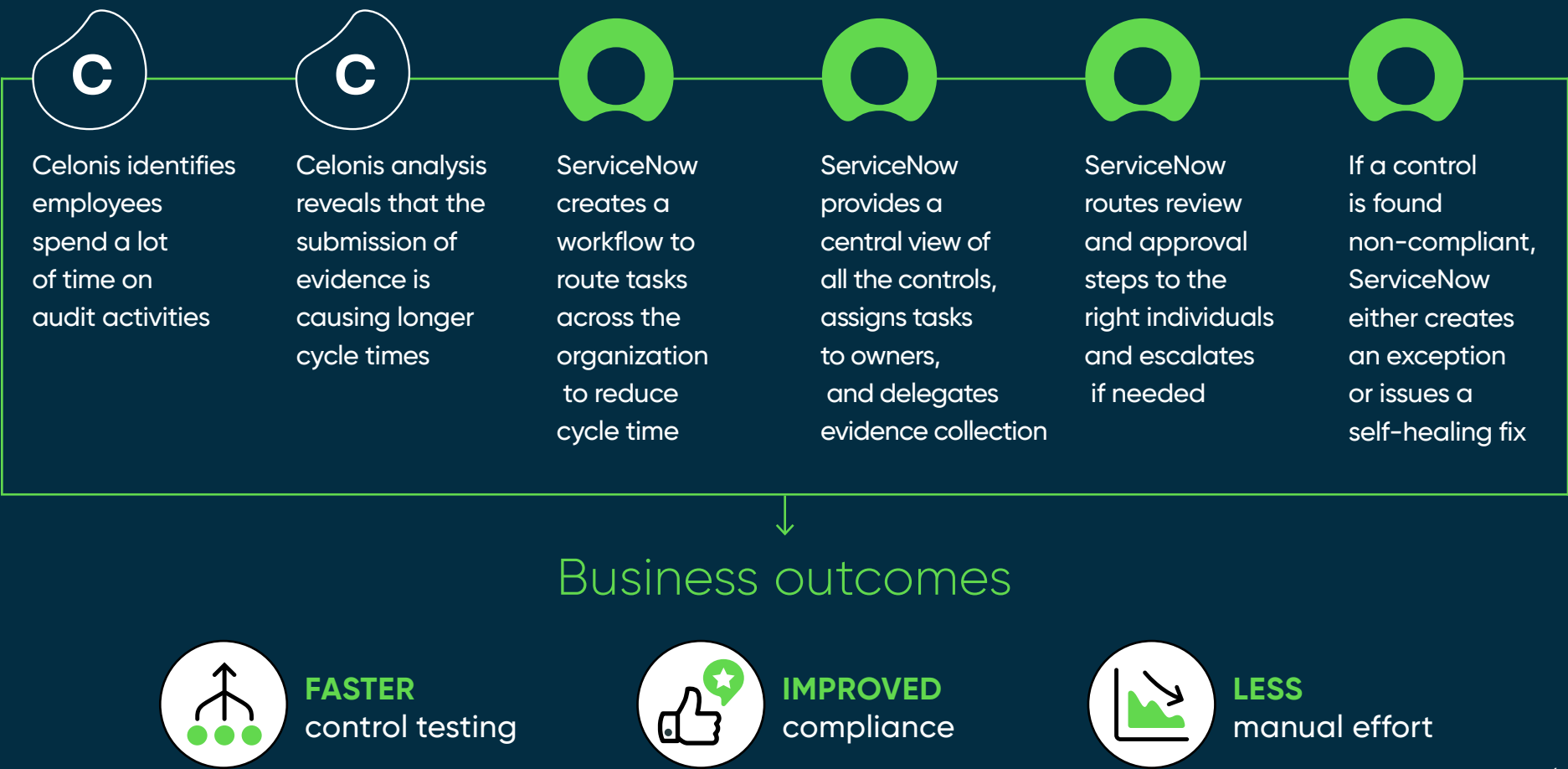


# Empower your people to inject productivity into work

Departmental siloes, talent shortages, and strategic misalignment create hidden inefficiencies in the way people work. When these inefficiencies go undetected, they magnify the potential of a risk event.

As employees are expected to do more with less, the manual and legacy ways they go about doing work can suck up time and drive up costs. Employees don't have extra time in their day to proactively look for potential risks. And with so much on their plates, even more obvious risk factors can go unnoticed. Control testing can help identify these risks, but regular review of controls is key to remaining compliant—often requiring manual data extraction to identify non-compliant controls and control failures which is heavily time consuming. Organizations need the ability to automate control frameworks so they can cut back the complexity of control testing and drive down the overall compliance burden.

With ServiceNow and Celonis, control testing becomes continuous and comprehensive by testing a complete sample size of data in real-time. Automated control testing eliminates the need for manual efforts by continuously identifying and addressing risks. By streamlining control testing, employees can spend more time on high-value work—reducing overhead costs and promoting productivity.



# Streamline your processes for more agile operations

Changing market dynamics like growing customer expectations, pandemic disruptions, new regulations, and geopolitical complexities mean risks are constantly evolving. This has ushered in the need for more flexible business processes that adapt to growing risks.

But not all risks are created equal. Organizations need the tools to identify a violation, but also the support to understand the real business impact. With ServiceNow and Celonis' proactive risk management approach, you can intelligently predict when a process is going wrong, like a control failure, and quickly assess the severity. Then, act before it negatively impacts the enterprise. This proactive versus reactive approach is the cornerstone of an integrated risk management strategy.



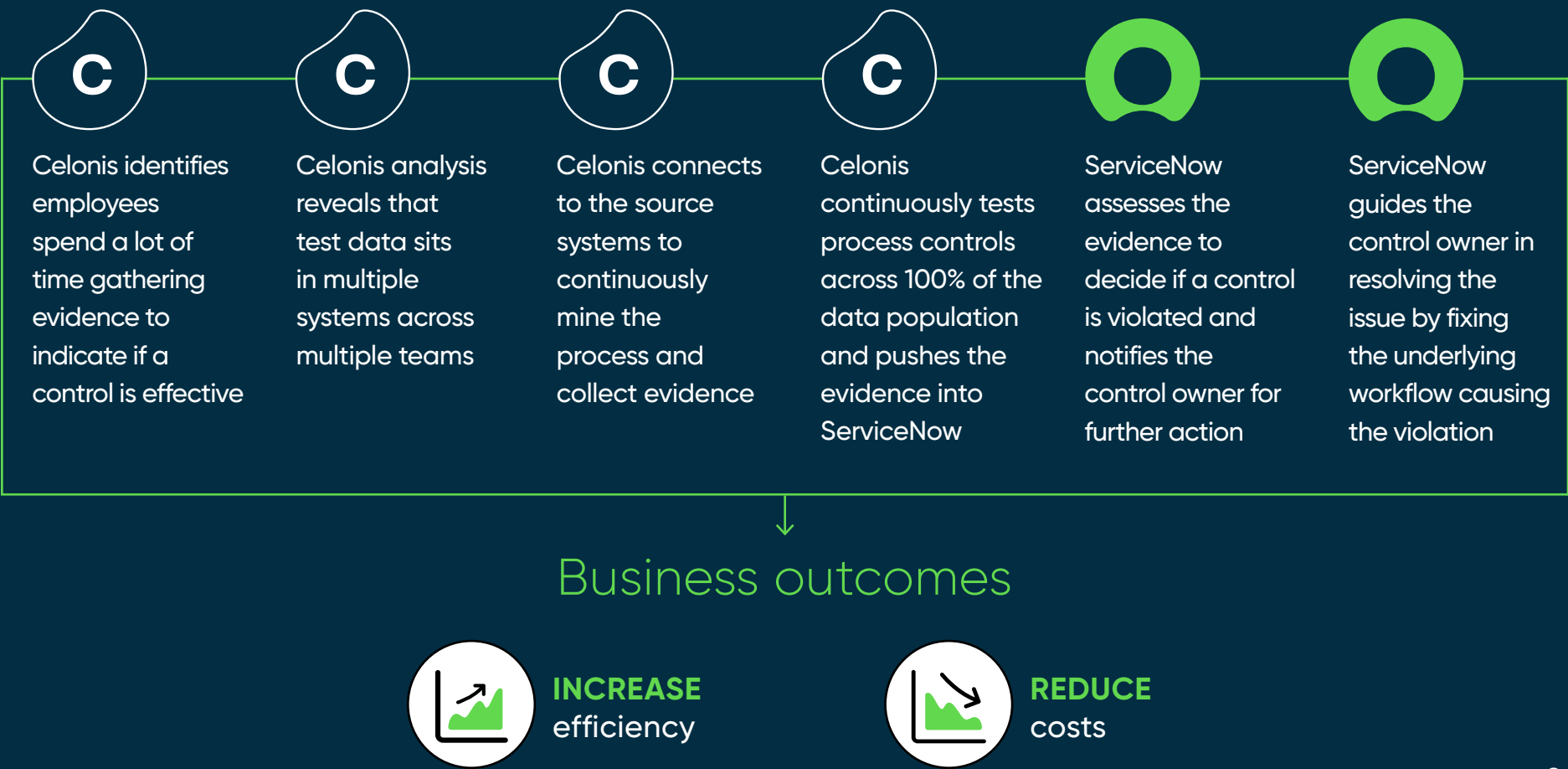
# Connect your technology to empower enterprise-wide efficiency

Technical complexity is fueled by siloed systems, rigid workflows, legacy infrastructure, and understaffed IT. With disconnected systems, it's difficult to access and use your organizational data to inform your risk strategy. Enterprises need a single source of truth when it comes to risk management, so they can see their risk and tackle it all in one place.

Since the end of 2019, organizations report the primary means of scaling their risk management function was through investments in technology. But this is a two-pronged strategy—requiring the right technology platform and a holistic strategy to proactively manage risk. Take the process of evidence collection—by automating this, enterprises can increase the quality of their data, improve their visibility, and scale their risk mitigation.

**"Governance, risk, and compliance touches nearly every area of our business. To manage risk effectively, you need real-time visibility."**

Chris Bedi,  
CIO, ServiceNow







## Drive risk transformation across the enterprise

Digital transformation has provided endless opportunities for innovation. But as the technology landscape grows, organizations must raise the bar when it comes to risk management. This means moving risk operations out of siloes and into a connected platform of action.

To future-proof the enterprise, leaders need to adopt an integrated risk management approach that aligns risk management with business priorities. As the expert in finding inefficiencies, Celonis helps you uncover the gaps in your current operations, then frame the impact to determine how to remediate them. ServiceNow brings the automation expertise to fix the inefficiencies by injecting modernization into core operations.

With the right insights, organizations can act proactively to make risk-based, informed, decisions that excel the business forward.

**CONTACT US**