

INTEGRATED GRC AT VISANA





KEY FACTS

VISANA SERVICES AG

INDUSTRY Health & Accident Insurance

HEADQUARTERS Bern, Switzerland

INSURED 1,1 Mio.

USERS 50

EMPLOYEES 1.300

Why BIC?

- ✔ Future-proof, easy-to-integrate GRC software
- ✔ Better usability than other solutions
- ✔ References for healthcare and accident insurers in the Swiss market
- ✔ Automated, central control through the web-based GRC platform BIC

Additionally, the personal support from the management team at GBTEC and the prototype solution during the offer presentation played a decisive role in the software selection process.

INTEGRATED GRC AT VISANA

Back in February 2015, Visana launched a project to identify, measure, evaluate, manage, limit, and monitor all risks that could endanger the company's strategic and operational goals. This integrated risk and control management process was initially supported through various tools including Microsoft Excel and Word. Since these different tools didn't work together, redundancies such as double entries and references from one tool to the other quickly emerged. Considering the growing complexity and resources required to support the process, Visana realized that the capabilities of Microsoft Excel and Word would soon reach their limits. Since it also anticipated higher requirements from the supervisory board for Swiss health insurers (FINMA and BAG) in the near future, the company began its search for a new solution.

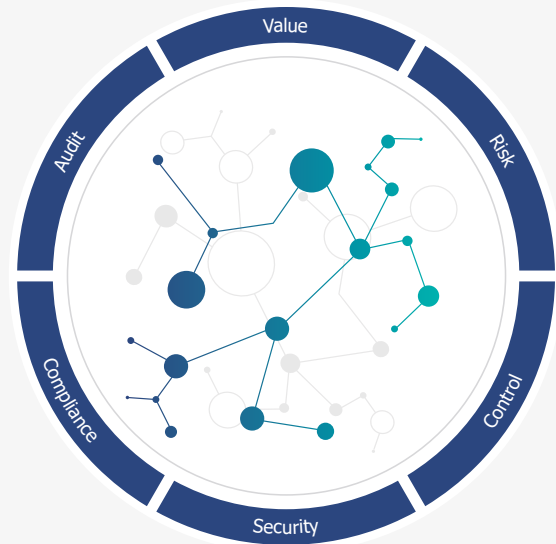
PROJECT GOALS

- ✔ Eliminating manual interfaces and media breaks between the existing tools
- ✔ Quantifying (operational) risks
- ✔ Creating highly automated, integrated risk and control management reports directly from the tool
- ✔ Reducing redundancies in risk controls through centralized data input
- ✔ Optimizing internal work through central access to data and fewer media breaks
- ✔ Tracing and documenting financial risks to support other processes
- ✔ Minimizing sources of error
- ✔ Reducing work in risk controls and reporting

„We chose BIC because GBTEC offers a future-proof, easy-to-integrate GRC solution that optimally supports the continual development of our integrated risk management solution. BIC also offers the best usability compared to other solutions and enables a risk-based approach through integrated scorecards.“

- Reto Gugger, Project Manager

DEVELOPMENT AND STRENGTHENING OF CURRENT TOPICS



„The interesting insights we received while visiting a reference project at a Swiss healthcare and accident insurer, the personal support through the GBTEC management team, and the prototype solution as part of the offer presentation all convinced us to select GBTEC,“ added the project owner, Bertrand Volken.

BENEFITS

- ✓ Integrated strategic and operational risk management (risk scenario, activities, individual risks, ICS controls, control enforcement, ITGC, incident & loss) in a single solution
- ✓ Improved collaboration through role-driven permissions (e.g., for second line of defense: compliance managers, risk managers, QRC managers)
- ✓ More efficiency through automated workflow and email notifications
- ✓ Role-driven interface through flexible dashboards
- ✓ Complete traceability and control through ongoing, compliant process documentation
- ✓ Comprehensive analytic and reporting capabilities through integrated BI

YOU WANT TO LEARN MORE?

Want to learn more about GRC with BIC Platform? Contact us by phone or email or simply participate in one of our numerous and [free webinars!](#)

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GRC IN THE GBTEC GROUP

We are motivated by the firm belief that digitalizing GRC processes sustainably drives the success of innovative organizations. Our efforts center on anchoring these processes efficiently in everyday business activities and corporate culture. We achieve this through our GRC software BIC GRC Solutions, which offers clients a choice of flexible, custom solutions or standard solutions with minimal implementation work depending on their unique needs. With BIC GRC Solutions, we provide a tool that supports our clients to achieve goals reliably, cope with uncertainty, act with integrity, and continually improve the maturity of their organizational GRC processes. The world's largest and most successful energy providers, insurance companies, banks, telecommunications companies and retailers place their trust in us and manage their GRC processes with BIC GRC Solutions.

