

Navigating Your GRC Journey

MetricStream & Zurich GRC live in 12 weeks

Donna Lovewell UK Sourcing Manager

Zurich Insurance Company Ltd

Agenda

1. Organisation Overview
2. Structure
3. Business Challenges
4. Objectives and Strategies
5. Overcoming Business Challenges
6. Technology as an Enabler
7. Successes and Benefits
8. Key Learning's and Best Practices
9. Audience Questions and Discussion

Organisational Overview

Our Mission: -

- To help our customers understand and protect themselves from risk

Key Facts: -

- Zurich is one of the world's largest insurance groups, and one of the few to operate on a truly global basis.
- With over 60,000 employees serving customers in more than 170 countries, we aspire to become the best global insurer as measured by our shareholders, customers and employees.
- We offer a wide range of general and life insurance products and services for individuals, small businesses, mid-sized and large companies and multinational corporations.

Organisational Structure UK

General Insurance in the UK is made up of: -

UK General Insurance & Shared Services (UKGI) & Global Corporate UK (GCUK)

We provide insurance and risk management solutions to our customers and distributors: -

- Four market facing businesses: Commercial Broker; Global Corporate UK; Personal Lines and Zurich Municipal.
- Support functions (Claims; Finance; HR; Legal, Compliance and Company Secretariat; Marketing; Underwriting & Operations) provide expertise to all four market facing businesses.
- Three strategic priorities: -
 - To grow revenue and profit
 - To focus and deliver
 - To learn and improve

Business Challenges Faced

Within Operations we have a UK Procurement and Sourcing function covering ~500 suppliers with spend of ~\$0.5b

People

- Non adoption of tool kit
- Various skills & experience
- Different roles & responsibilities

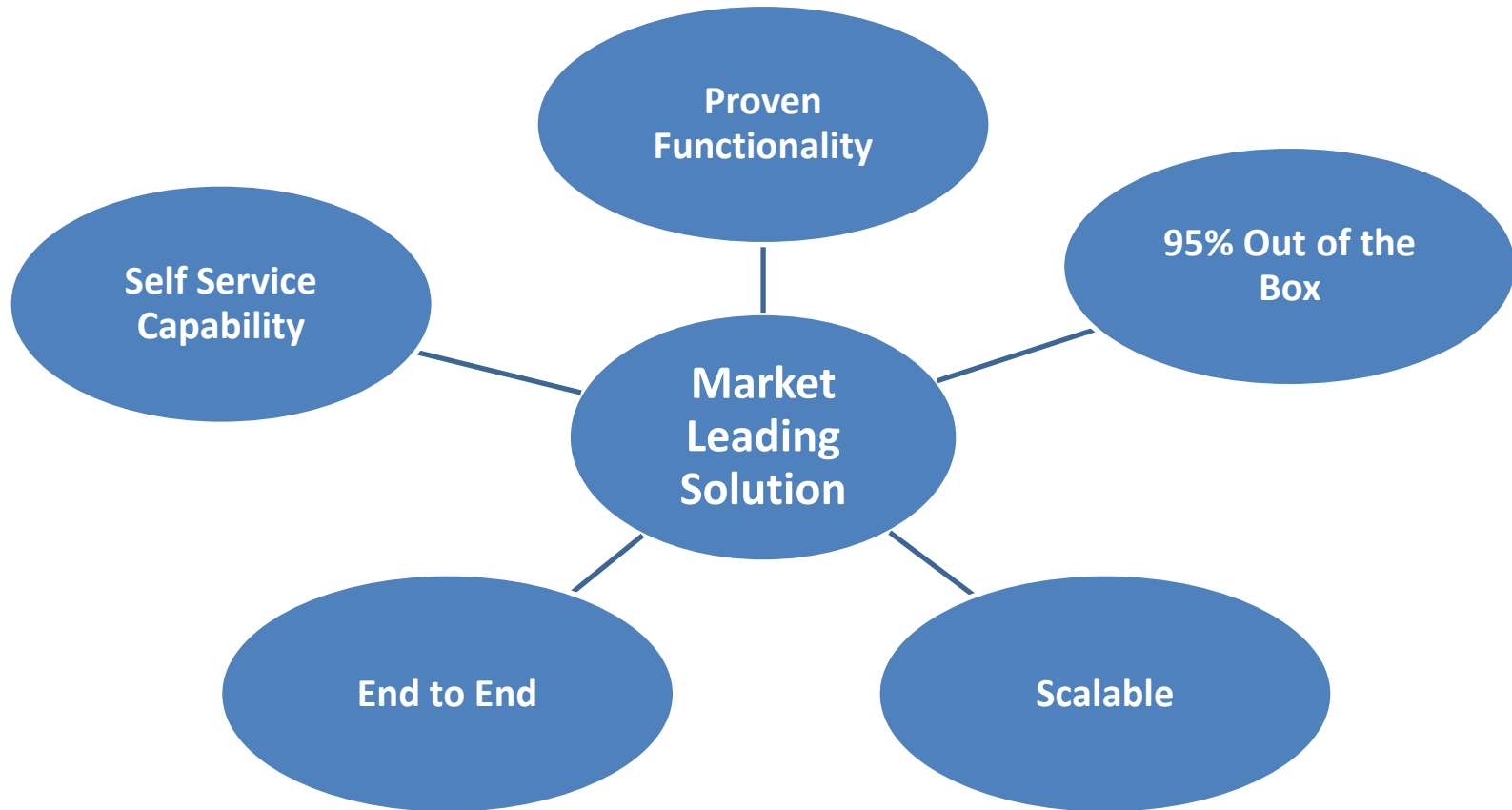
Processes

- Complex
- Inconsistent
- Manual

System

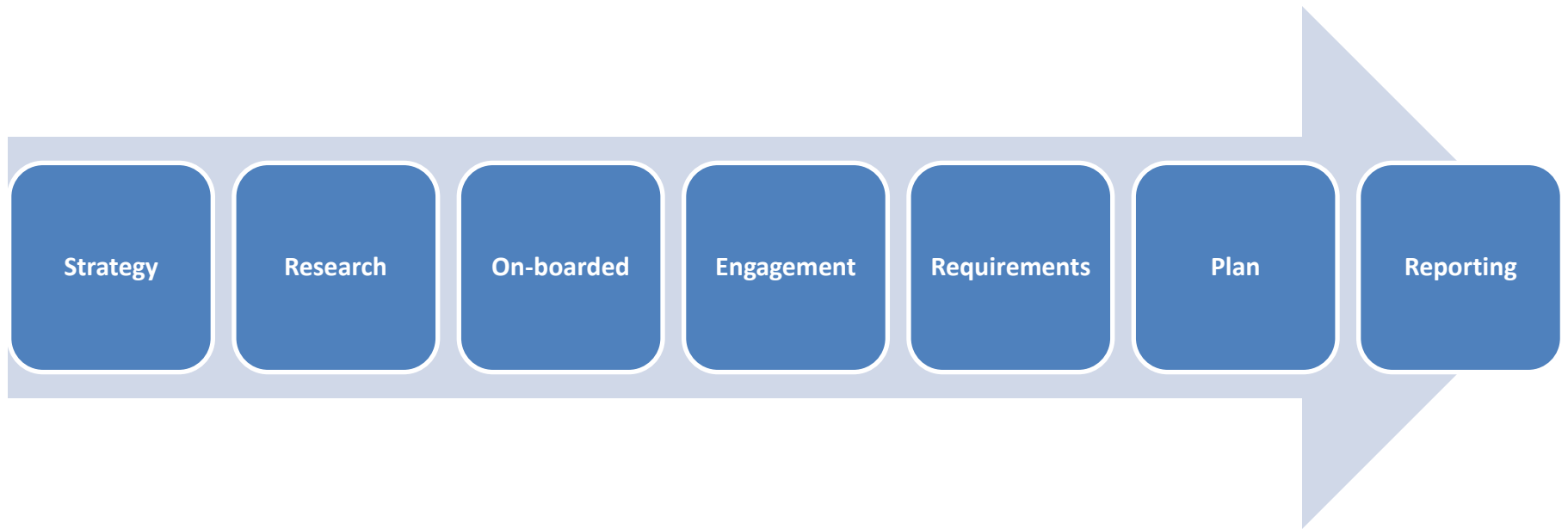
- No system

GRC Program Objectives & Strategies



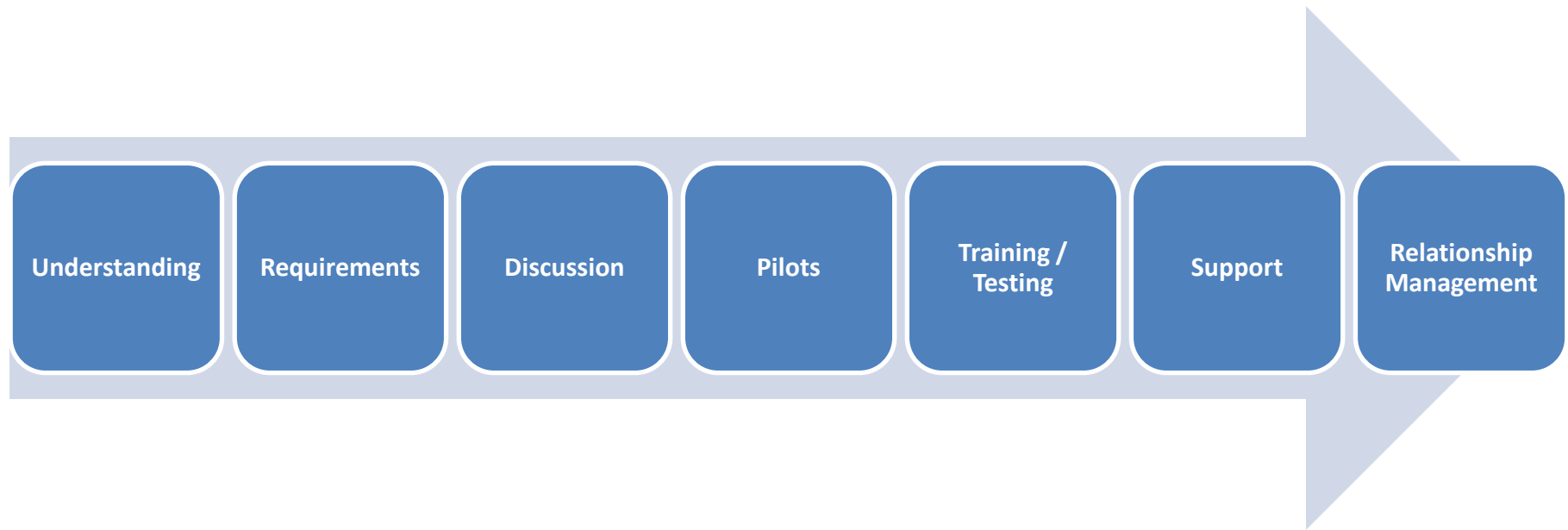
Overcoming Business Challenges

Our organisation and business line approach: -



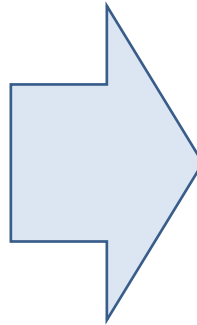
Overcoming Business Challenges

Our execution methodology: -



Technology as an Enabler

MetricStream Solution



Delivered for Zurich

Contract
Information

Supplier
Information

Due Diligence

Authorisation
Process

Information Security

Document Storage

Assurance
Testing

Issue
Management

Successes and Benefits

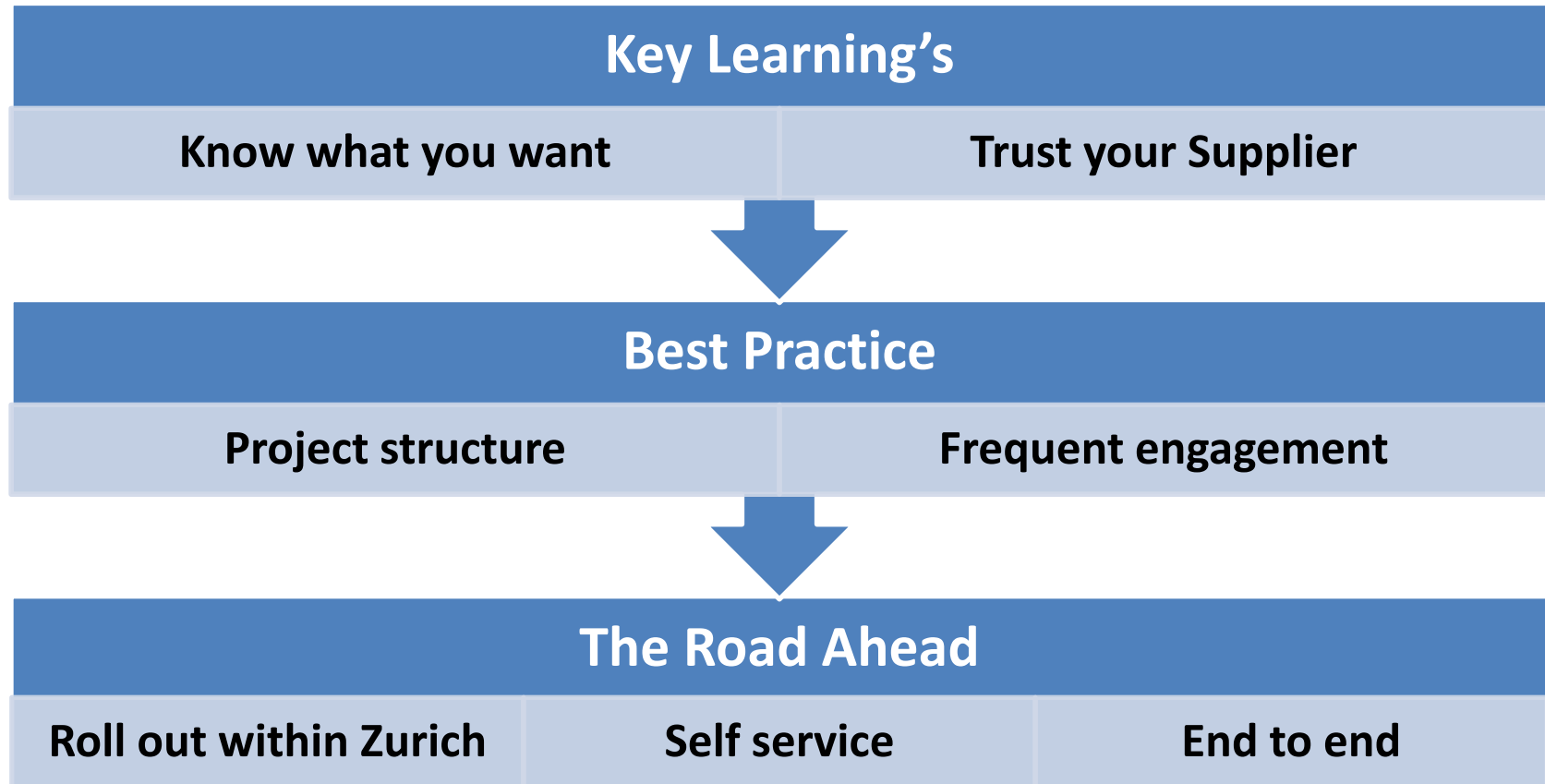
Control

Governance

Scalability

20% FTE Reduction

Key Learning's and Best Practices



Join the Discussion Online



#GRCSummitEU2014