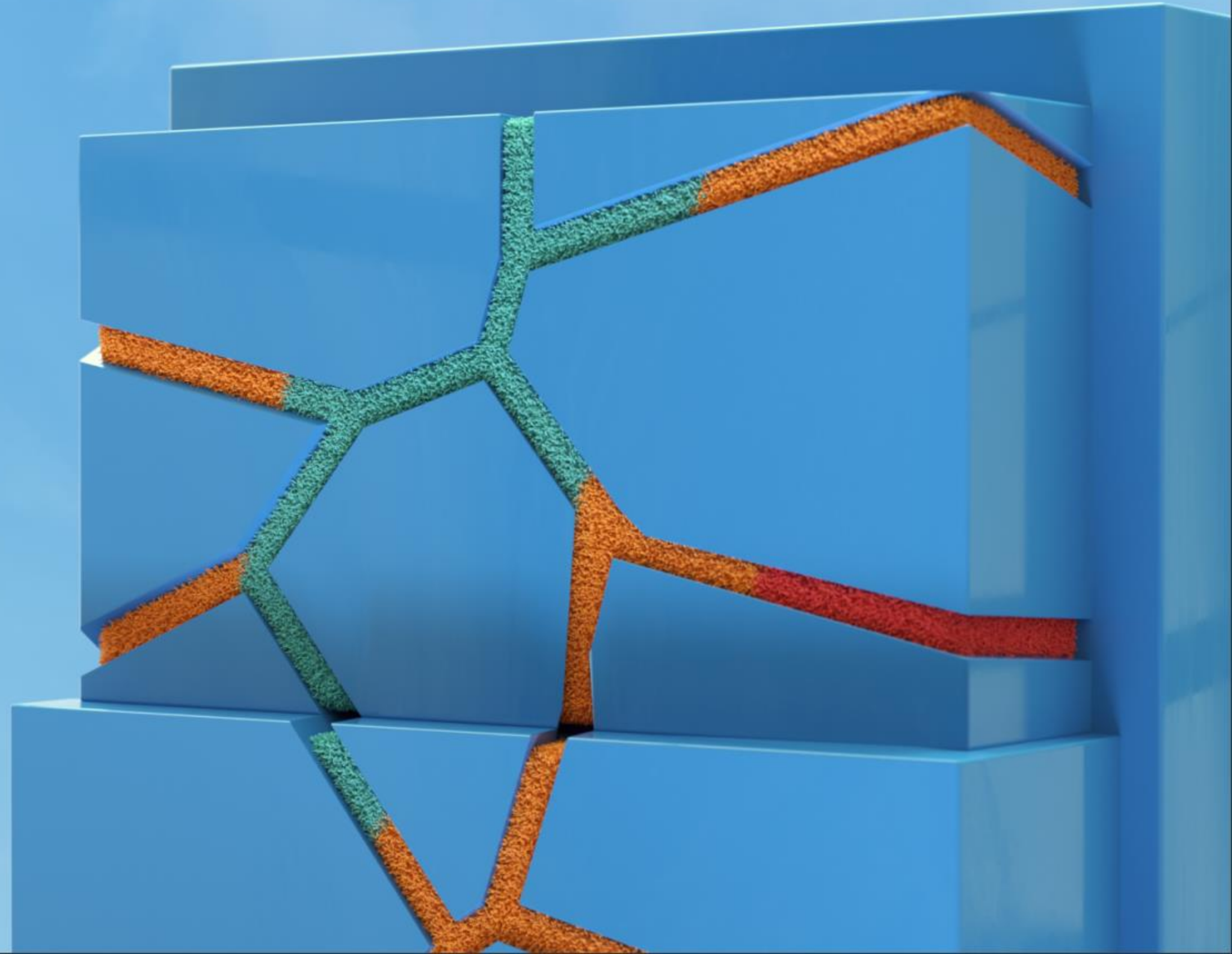


The Total Economic Impact™ (TEI) of Resolver's Risk Intelligence Software



Our Speakers



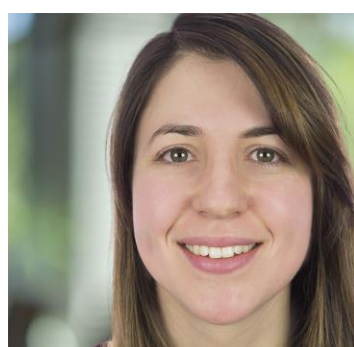
Pooja Azhalavan, GRC Product Marketing Manager, Resolver

Pooja is a skilled product marketer and strategist for Resolver's GRC solutions with an understanding of the needs of GRC leaders, informed by user research, market insights, and product knowledge.



Ryan Napoleone, Director of GRC Products, Resolver

Ryan is a GRC software expert and product leader. With a background in Risk Advisory at a Big 4 firm, he's dedicated to helping organizations transform risk management into risk intelligence.



Julia Fadzeyeva, Principal Consultant, Forrester

Julia is a Principal Consultant for the Total Economic Impact™ practice at Forrester. She has worked with several technology clients to demonstrate and justify the business return on investment (ROI) and value of technology investments, based on costs, benefits, flexibility, and risks.

Brief History



- Acquired by Kroll in 2022
- Transforming Risk Management into Risk Intelligence
- Unique blend of GRC technology, digital risk monitoring, and subject-matter expert services.
- Significant expansion in multiple risk-related pillars, including Cybersecurity, Incident Management, ESG, Threat Intelligence, Managed Compliance, Due-Diligence and Risk Analytics Monitoring.

Current Day Challenges

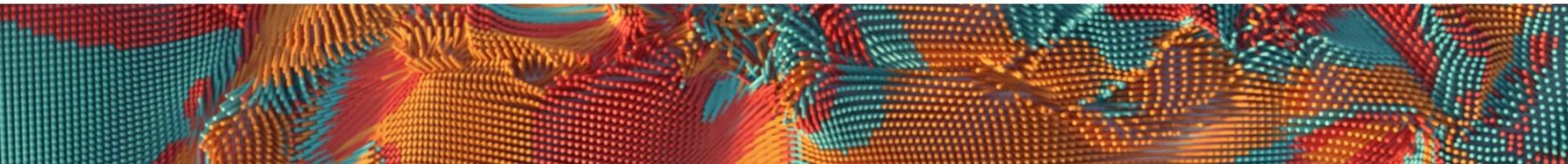
Status quo tactics and tools can result in lost data, increased errors and fines, and difficulty keeping track of processes and progress.

- ✓ **Nearly half (45%)** of GRC teams use traditional office tools (Excel/Word/SharePoint)
- ✓ **+62%** have seen growth in workloads & role scope
- ✓ **Only 30%** say they currently use cloud-based tech
- ✓ **< 54%** have complete visibility into the risks faced by their organization

Poll #1

Of the following challenges, which is most impactful to you and your organization?

- A. Inefficient Risk Reporting
- B. Compliance Testing Inefficiency
- C. Time-Consuming Audits
- D. Costs of Disjointed Tools
- E. Regulatory Monitoring



Risk Management is not our only objective



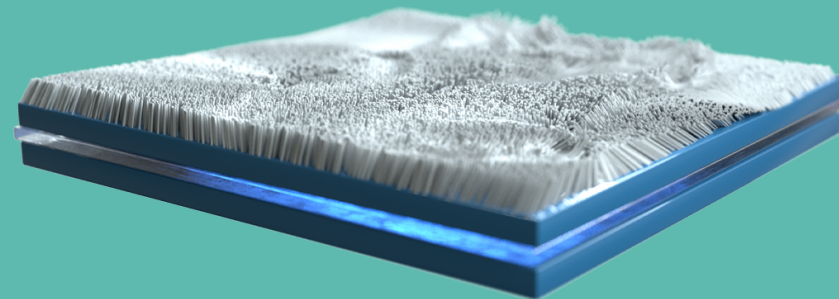
“Instead of doing value-driven, business analysis, we were an administrative function.” - **VP, Enterprise Operational Risk**



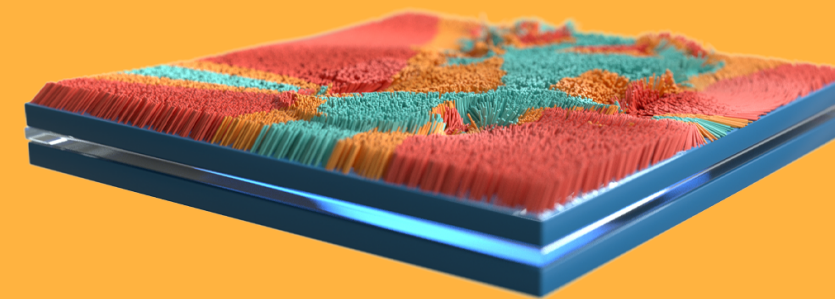
“We recognized that our ERM process was more of a check-the-box exercise rather than working as a cog in the decision-making process.” - **VP, Enterprise Risk**

Our mission is simple

We transform how your organization thinks about Risk.



With legacy systems, data is siloed and leadership's visibility is obscured as the true impact of risk is hidden.



With Resolver, data is connected and analyzed in context. The true potential of risk is made evident and vulnerabilities are exposed.

Risk Intelligence

See Risk. Discover Value.



The true impact &
value of every risk
is crystal clear



Risk teams are free
to prepare & plan
strategically



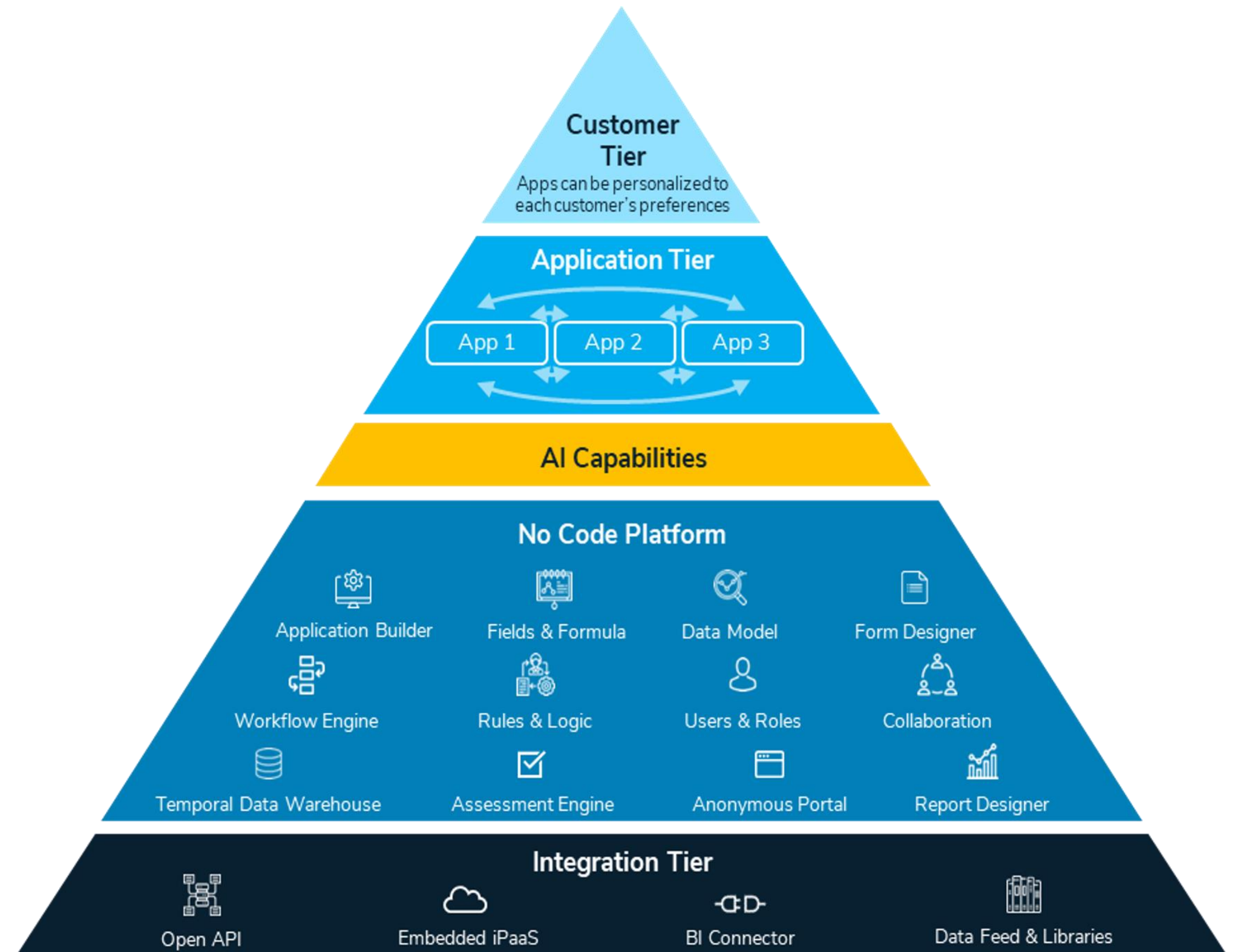
Risk becomes an
important business
driver

Whatever your needs, **Kroll | Resolver** has a solution.




Product pyramid: Resolver CORE

- ✓ No-code platform (CORE)
- ✓ Strong Integrations (using Workato)
- ✓ Analytics, AI, Automated Reporting



Collaborative Partner Ecosystem

Resolver utilizes  for robust scalability and data security, while integrations with AI-powered solutions like Crisp and regulatory-automation software such as LexisNexis or Ascent, enhance risk management, compliance, and reporting efficiency! To further streamline customer workflows, Workato offers 300+ integrations for seamless automation & Whistleblower Security enables confidential incident reporting.



Enterprise Application
Integration



Regulatory Automation
Technology



Real-time
Threat Intelligence



Microsoft Office
Online Integration

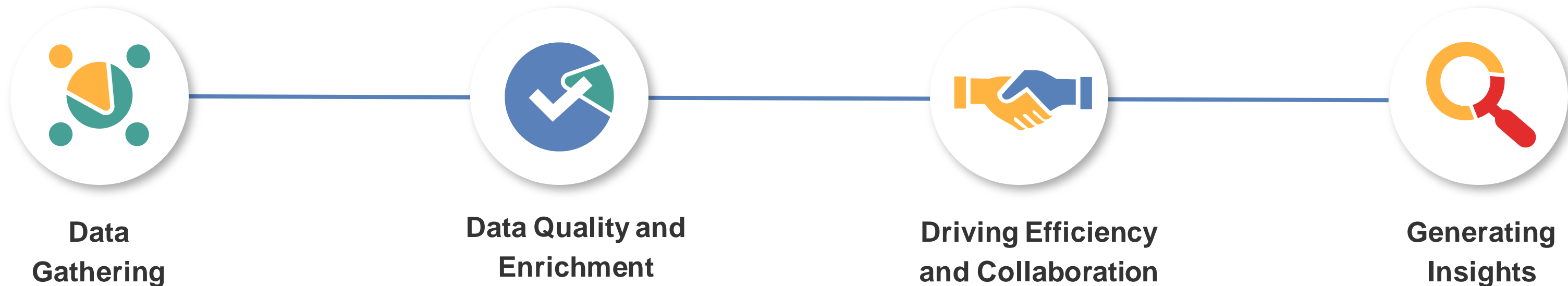


Hotline
Reporting

Product Roadmap

Our goal is to turn Risk Management into **Risk Intelligence** by enabling you to handle your information lifecycle effectively from input, through processing to insight and action.

2024 Theme



The GRC Suite

Risk Management

Automate manual risk processes, replacing spreadsheets with ISO 31000 & COSO based continuous assessments. Assign risk and controls owners and trigger assessments when indicators are out of tolerance. Advanced reporting allow users to focus on strategic risk insights.



Compliance Management

Resolver integrates with AI-regulatory tech like Ascent & LexisNexis to offer an up-to-date regulatory framework library with coverage across US, UK, and APAC regions. Automate regulatory change, compliance assessments & control testing for a stronger compliant culture.



Internal Audit

Use risk-based approach for real-time assurance, accuracy, consistency, and efficiency. Resolver offers best practice templates for managing overlapping audit projects, version control, issue consolidation, and reducing audit fatigue via a request portal and one-click PDF reports.



Internal Controls

Ensure the integrity of your financial reporting and accounting information. Follow a risk-based approach to enable effective prioritization and workflow automation based on COSO best practices.



IT Risk Management

Proactively identify, measure, mitigate, and monitor your IT and security risk. Inform program improvement by centrally managing incidents and investigation documentation



IT Compliance

Accelerate the end-to-end process of certification against required frameworks like NIST 800- 53, ISO 27001/2, PCI DSS, SOC 2, and more. Dramatically reduce certification efforts with the ability to test once and apply to multiple frameworks



Incident Management

Manage incident lifecycle to reduce impacts. Collect incident details, triage resources, conduct root cause & trend analyses, and report for insights on risks and losses. Create controls to prevent future occurrences.



BCP

Manage your organization's BCP program from development to activation. Assess business processes, identify critical functions, and develop recovery plans. Simulate disruptions and test plans for readiness.



Third-Party Risk

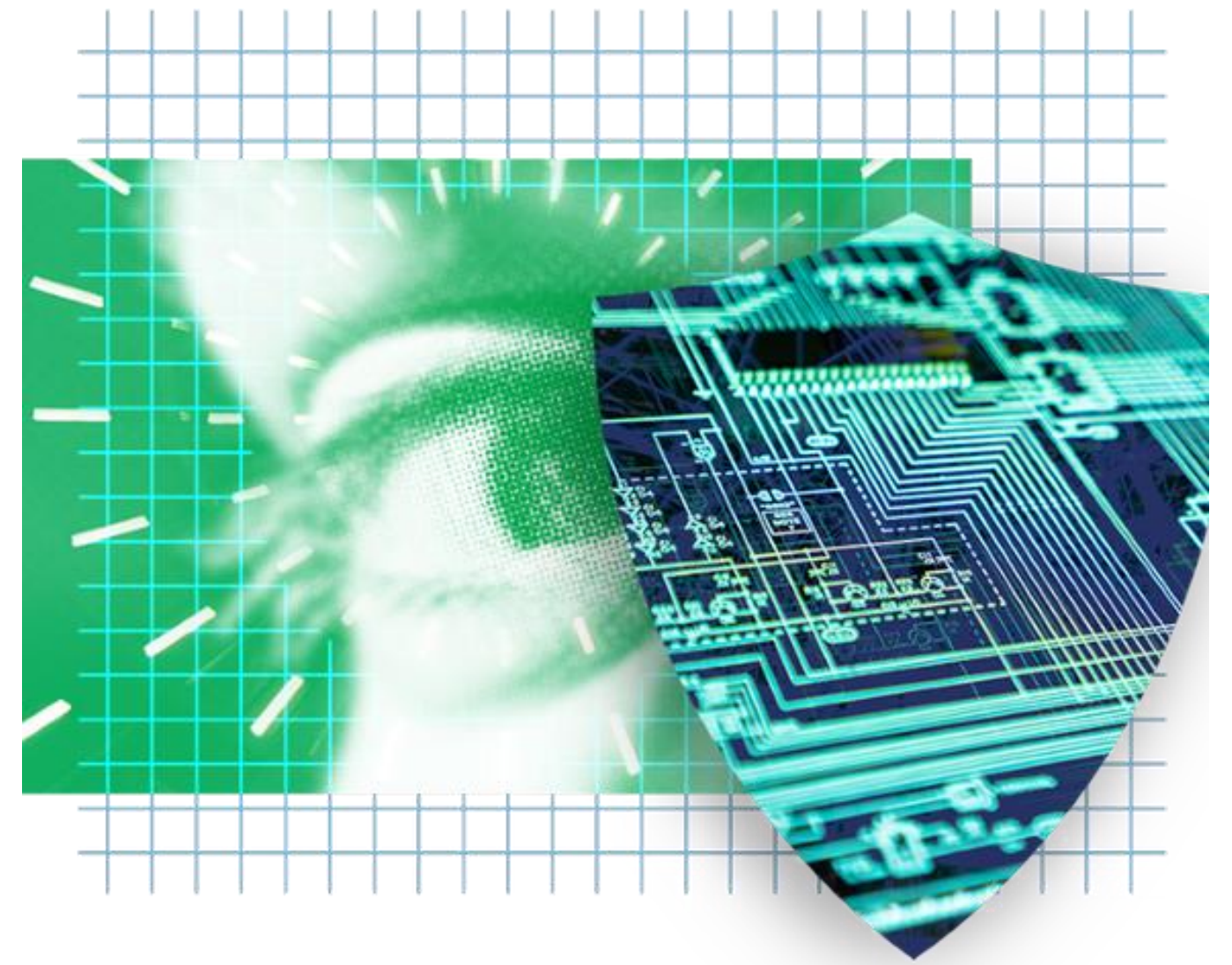
Automate vendor engagement processes, including monitoring, tracking, and remediation. Evaluate vendors with standardized risk assessments. Visualize supply chain risk concentrations with geolocation reports.



The Total Economic Impact™ Of Resolver Webinar

Julia Fadzeyeva

TEI Principal Consultant



Agenda

- What is TEI?
- Executive summary
- Customer journeys
- Study results
- Financial summary
- Question and answer

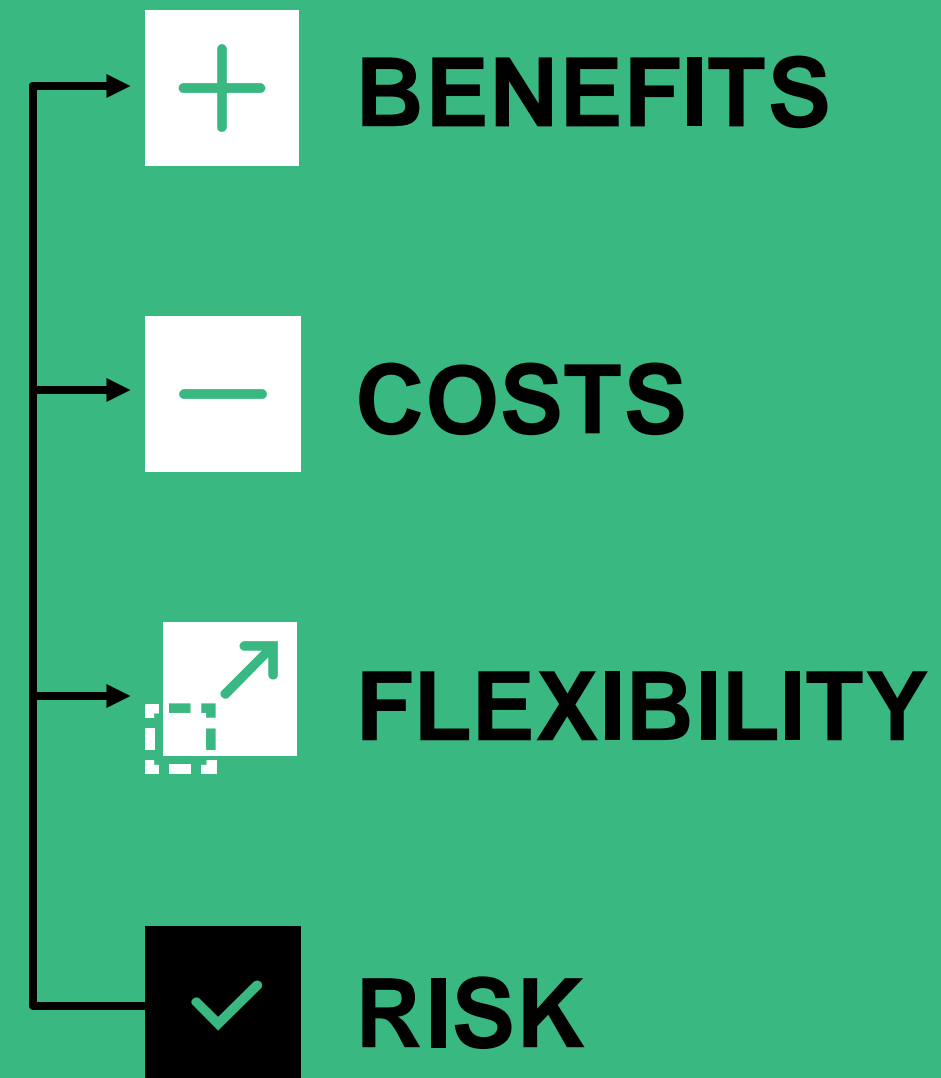
Please note:

This slide presentation is an abridged, graphical, and complementary representation of a case study.

For a full explanation of methodology and details on model calculations, please refer to the full case study (The Total Economic Impact of Resolver, July, 2023).

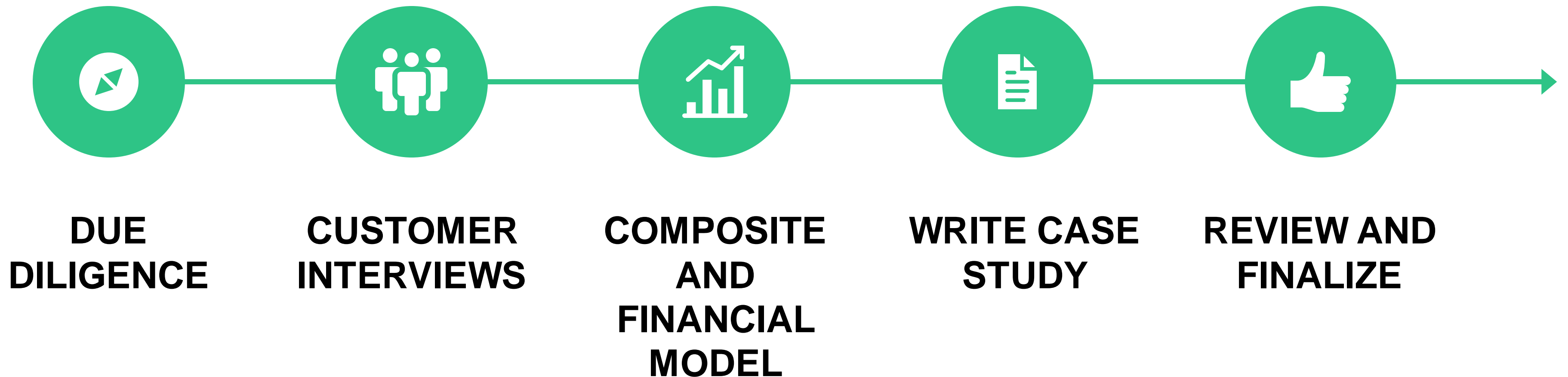
TEI™ is a proven,
consistent, repeatable
methodology to
justify technology
investments.


TOTAL ECONOMIC IMPACT



Project approach

Forrester took a multistep approach to evaluate the impact of Resolver.





[Resolver] benefits our organization [with how] it helps to break down those silos, it creates the opportunity to have that same language...and having the one source of truth.”

— Director of ERM operations, banking



Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Forrester has determined the following three-year impact:



[Resolver is] more user-friendly. It's technical in the way that we could manage the whole solution on our end... [W]e could manage the reports... We saw all of these features in Resolver and the communication that it could send, the time it sends it, it's very flexible.

— Enterprise risk manager,
banking

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

Forrester interviewed 5 Resolver customers



**Financial
technology**

Corporate risk
manager

North America

170



**Government
agency**

Manager of GRC
solutions

North America

2,200



Banking

- Enterprise risk
manager
- Internal audit general
manager

Central America

100



Banking

- Director of ERM
operations
- Enterprise risk
manager

North America

300



**Financial
consulting**

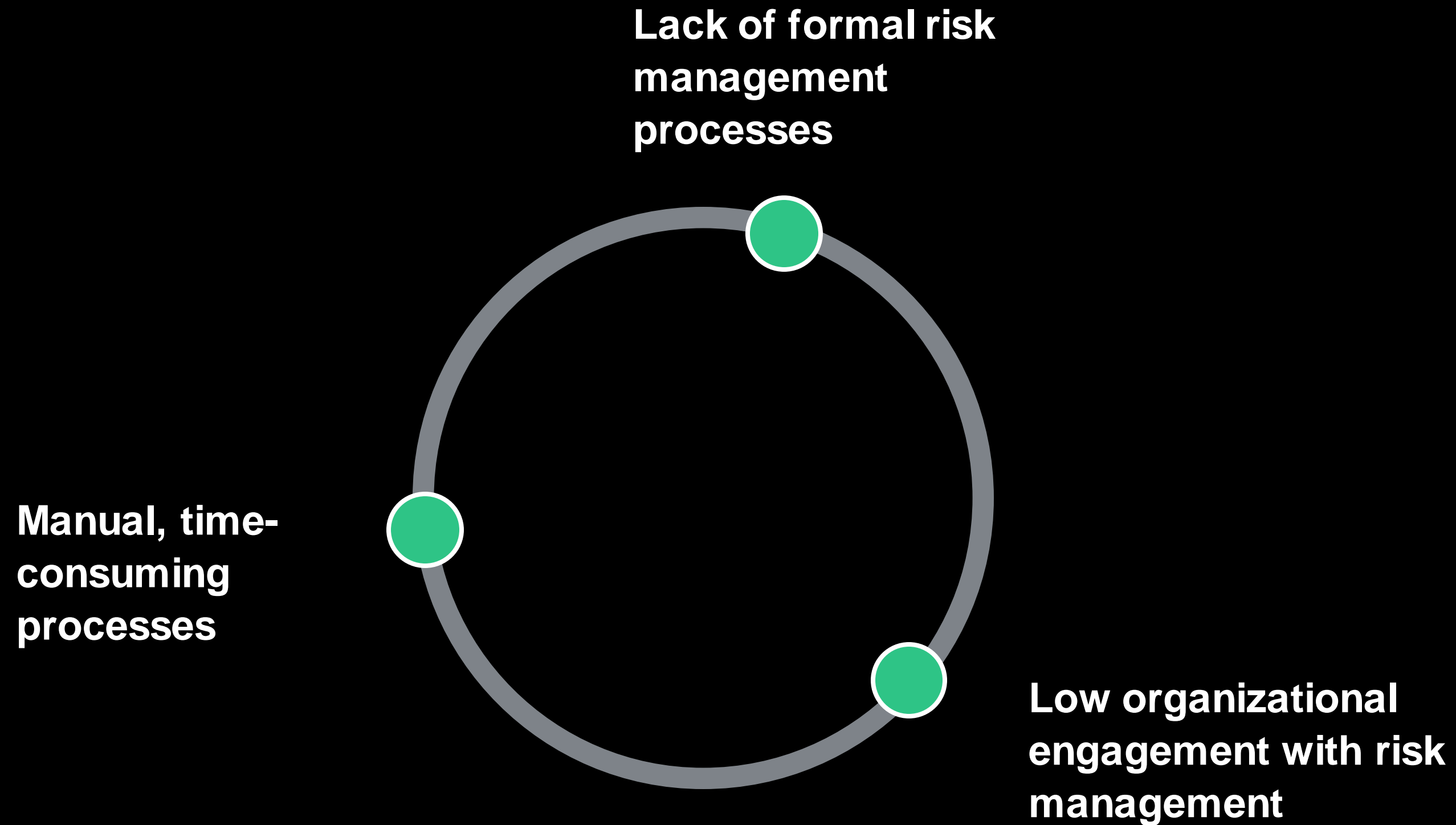
Head of business
advisory

Europe

60

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

Prior challenges



Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Solution requirements



Provide a single GRC repository for the entire organization.



Enable organizational buy-in and improved employee engagement.



Allow better management of risks, controls, and corrective actions.

“The types of things that really set Resolver apart were the pricing, the user experience, the ease of use... [and] they were extremely flexible.”

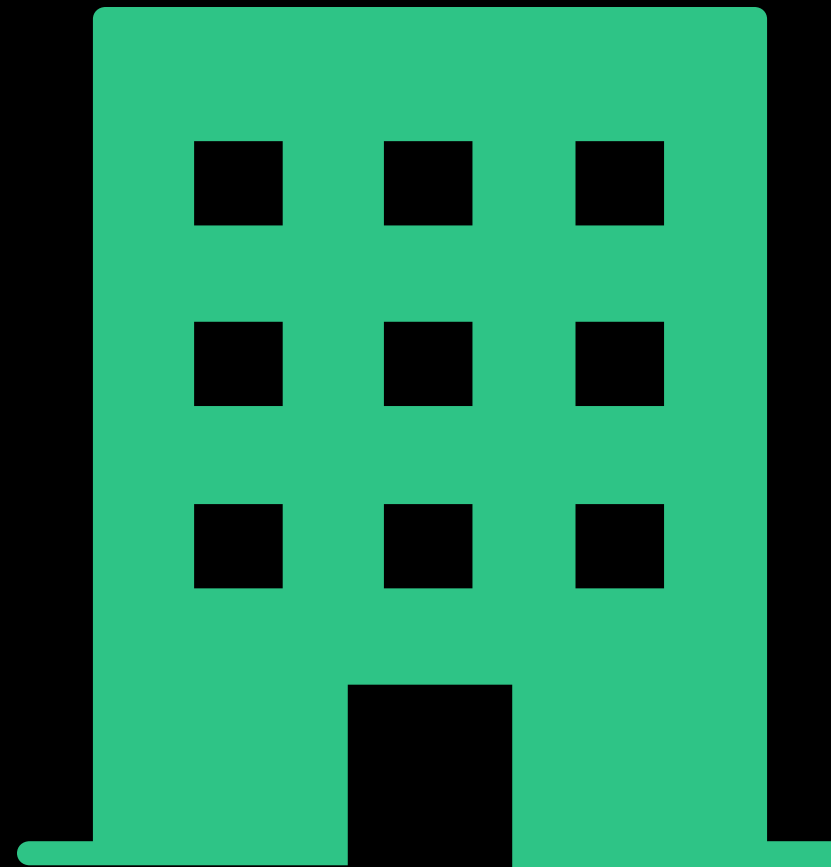
— Enterprise risk manager, banking,

Creating a business case for Resolver

Forrester created a composite organization to convey the aggregate financial analysis.

DESCRIPTION OF COMPOSITE

- Financial services organization
- 1,200 employees
- \$2 billion in assets under management



Resolver MODULES IN USE

- Enterprise risk management
- Incident management
- Regulatory compliance
- IT compliance

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

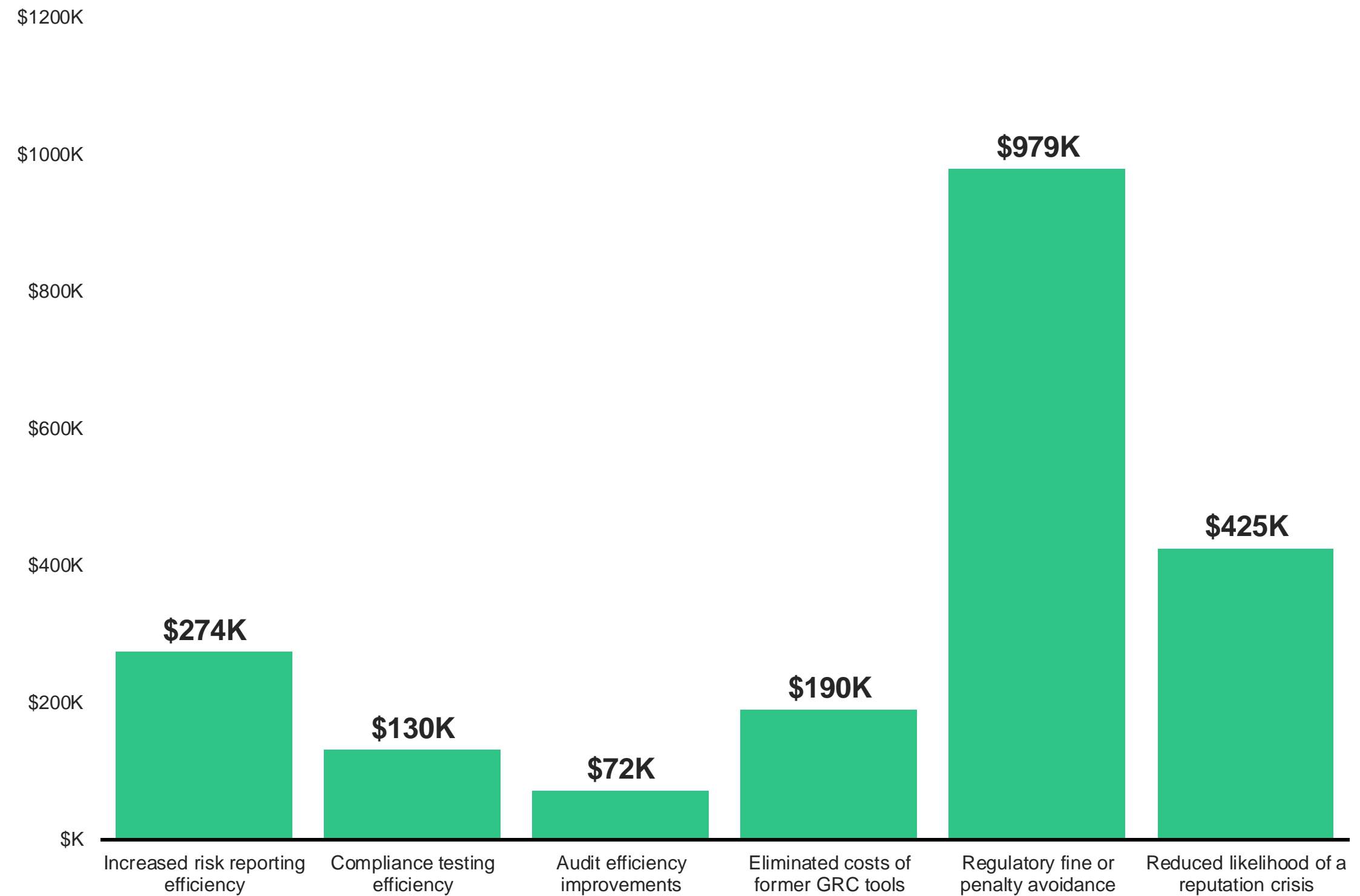
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Three-year, risk-adjusted benefits

Based on the composite
organization

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

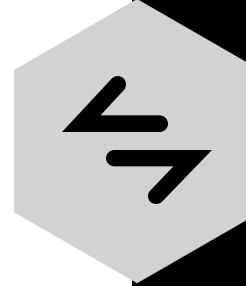
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Increased executive reporting efficiency results in cost savings of **\$274K** over **three years**.

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Resolver automates the reporting process, **providing better data and eliminating the administrative burden for risk analysts.**



95% time savings in executive reporting.

“[Our executives] don’t have to reach out to my team and ask for an update, they can go right into the system and take a look at the issue itself.”

- Director of ERM operations, banking

Compliance testing
efficiency saves **\$130K**
over **three years**.



75% reduction

in compliance testing and reporting
effort from automation and
redundancy removal.

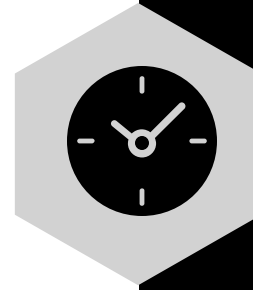
“[With Resolver] the feedback I get is good. They’re getting an email notification with a hyperlink that takes them exactly where they need to be so they don’t need to open a spreadsheet... the user interface is really simple.”

— **Manager of GRC solutions,
government**

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Audit efficiency
improvements drives
\$72K in savings over
three years.



60% reduction
in audit duration with Resolver.

“[W]e can actually...pre-populate [content]... it made things a lot easier for us... and we really got to have that information ahead of time so that we can implement those controls and maintain those controls within the organization.”

— Corporate risk manager, financial technology

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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\$190K in cost savings
from retiring former GRC
tools **over three years.**

The results we're getting now are far better than what we were getting from the previous solution.

- Enterprise risk manager, banking

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Cost avoidance of a disjointed risk program results in **\$979K in savings** over **three years**.



25% reduction

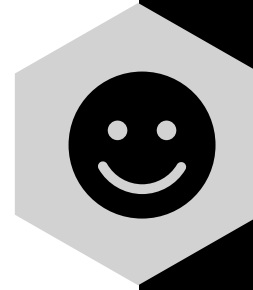
in likelihood of penalties with Resolver due to:

- Improved collaboration
- Improved accuracy of data
- Risk management analysis instead of risk documentation

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Reduced likelihood of a reputational crisis drives **\$425K in savings** over **three years.**



Resolver helps **strengthen** risk intelligence and GRC management programs, thus **reducing the likelihood of reputation and brand crisis.**

“We picked Resolver is because it allows us to have confidence that that we're not missing anything. Having all of the regulatory laws and regulations mapped within a system rather than a spreadsheet gives peace of mind and clarity that and we don't have any blind spots, because the regulatory landscape that our client have to adhere to is vast.”

— Head of business advisory,
financial consulting

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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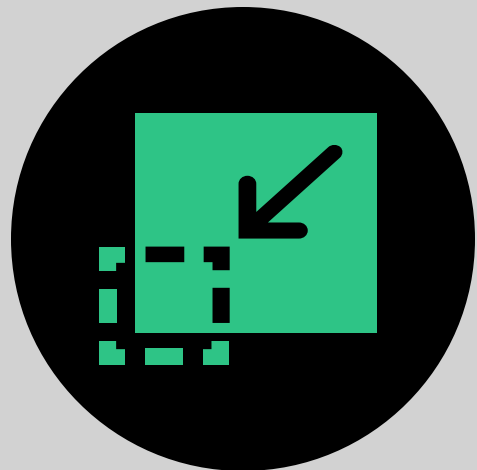
There are benefits to using Resolver that customers couldn't quantify



Increased engagement between the business and risk management programs



Improved organizational risk awareness



Better visibility into risks, enabling risk reduction



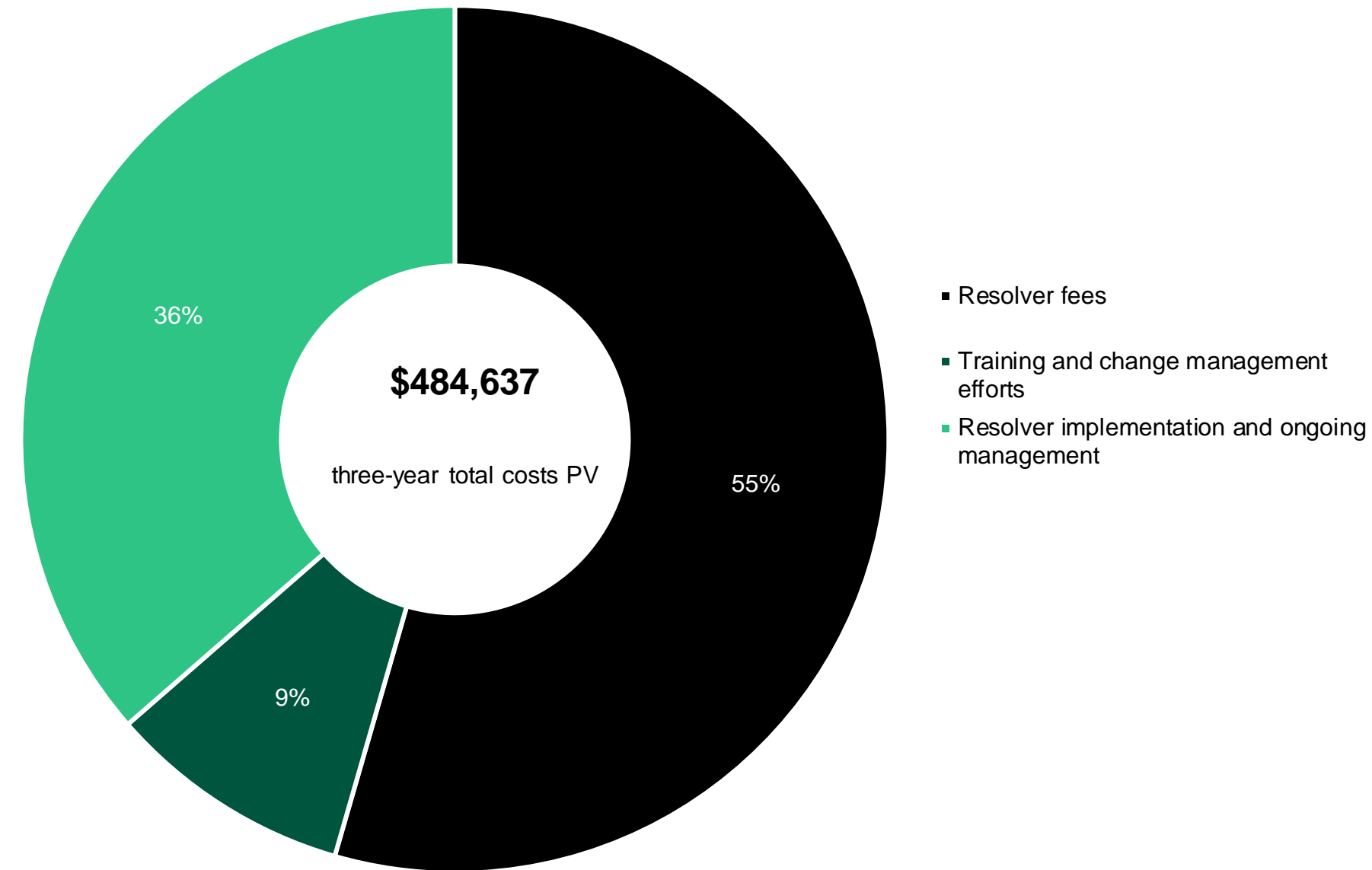
Better decision-making

Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Three-year, risk-adjusted costs

Incremental cost and effort to implement
and use the Resolver.



Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

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Financial summary

Three-year, risk-adjusted results

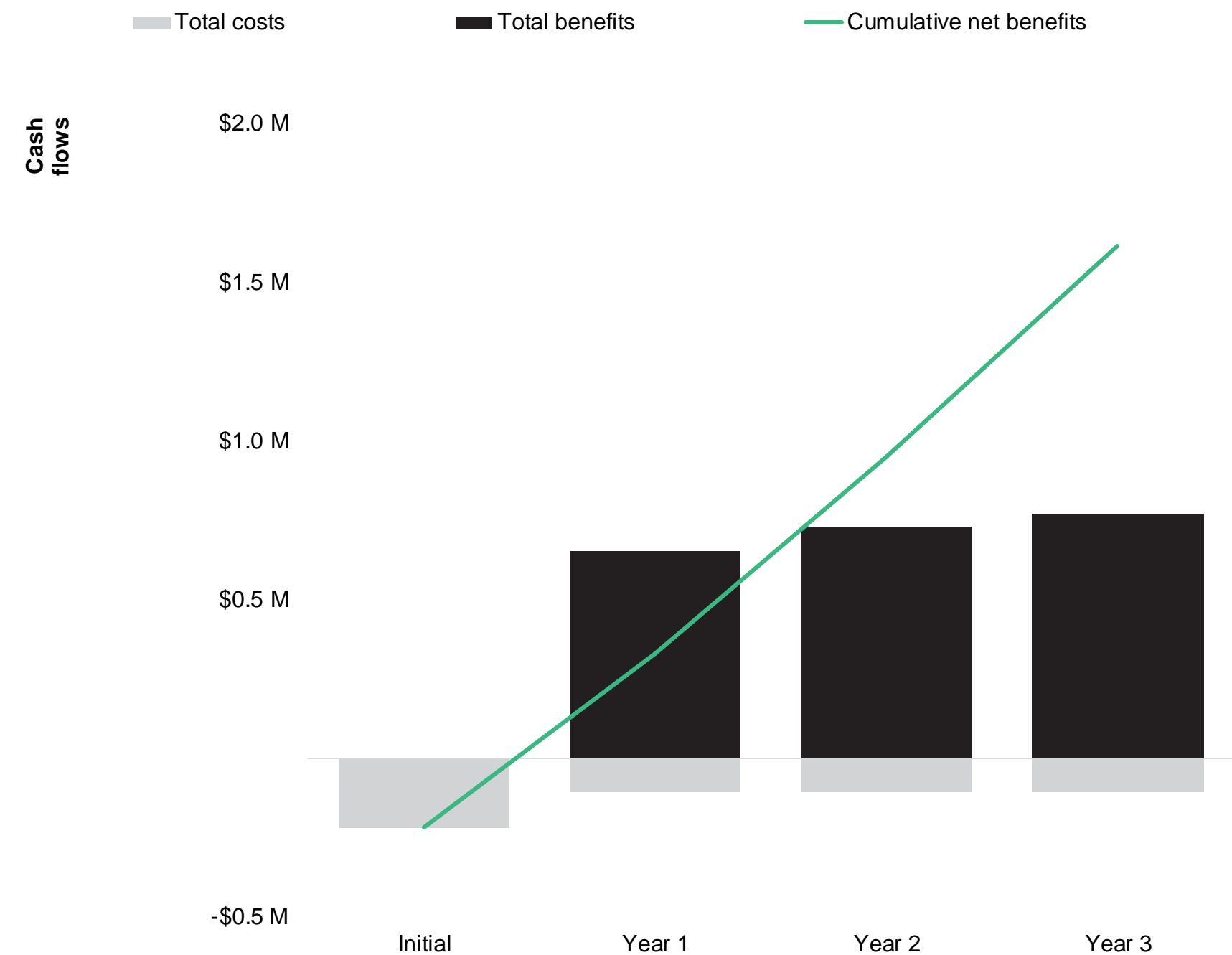
327%

Return on investment (ROI)

\$1.59M

Net present value (NPV)

Cash Flow Chart (Risk-Adjusted)



Source: A Total Economic Impact™ Of Resolver, a commissioned study conducted by Forrester Consulting on behalf of Resolver, July, 2023.

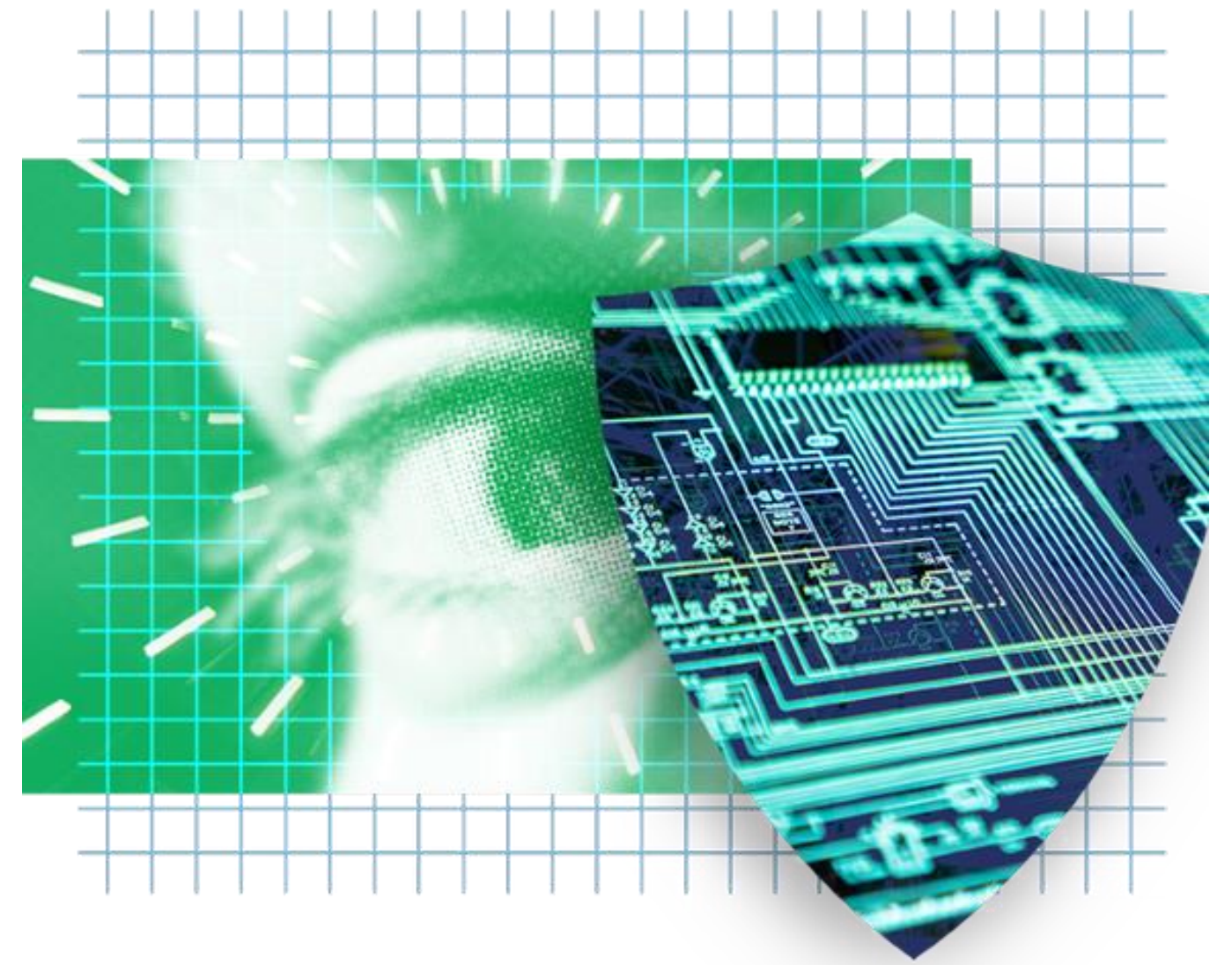


Questions?

Thank You.

Julia Fadzeyeva

Principal Consultant, TEI



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Business case definitions 101



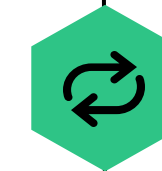
Present value (PV)

The present or current value of (discounted) cost and benefit estimates given at an interest rate (the discount rate). The PV of costs and benefits feed into the total NPV of cash flows.



Net present value (NPV)

The present or current value of (discounted) future net cash flows given an interest rate (the discount rate). A positive project NPV normally indicates that the investment should be made, unless other projects have higher NPVs.



Return on investment (ROI)

A project's expected return in percentage terms. ROI is calculated by dividing net benefits (benefits less costs) by costs.



Payback period

The breakeven point for an investment. This is the point in time at which net benefits (benefits minus costs) equal initial investment or cost.

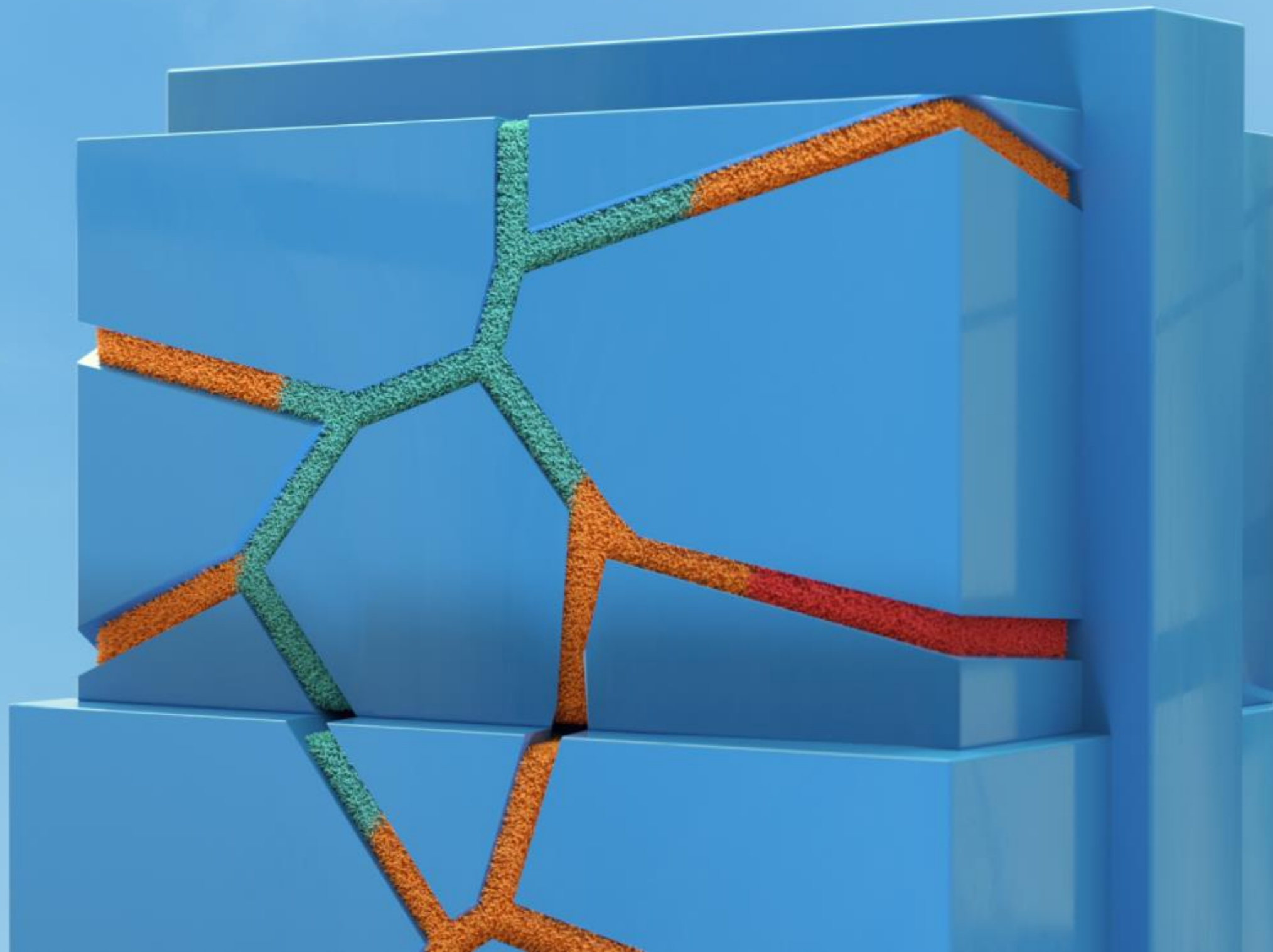
Disclosures

The audience should be aware of the following:

- This document is an abridged webinar version of a full case study (Total Economic Impact of Resolver, July, 2023).
- The study is commissioned by Resolver and delivered by the Forrester Consulting group.
- Forrester makes no assumptions as to the potential return on investment that other organizations will receive. Forrester strongly advises that readers should use their own estimates within the framework provided in the study to determine the appropriateness of an investment in Resolver.
- Resolver reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.
- The customer's names for the interviews were provided by Resolver.
- Forrester does not endorse Resolver.

Resolver.
A KROLL BUSINESS

**See Risk.
Discover Value.**





Thank you

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