

# Third Party Assessment

## India's leading corporate security consulting firm

### AREAS OF EXPERTISE

PHYSICAL SECURITY  
INFORMATION SECURITY  
CORPORATE GOVERNANCE  
EXECUTIVE PROTECTION  
THIRD PARTY ASSESSMENTS  
CHANGE MANAGEMENT

### Some of our clients

#### Banking & Financial

ABN Amro Bank  
Citibank  
Deutsche Bank  
Kotak Group  
HDFC Bank  
HSBC  
Standard Chartered Bank  
ICICI Prudential  
DSP Merrill Lynch  
Aviva

#### Manufacturing

Aditya Birla Group  
Essar Group  
Vedanta

#### Defense & Infrastructure

Delhi Metro  
P & O ports

#### HMEL

BAE Systems

#### FMCG

Dominos  
Godrej Group  
UB Group  
Unilever  
Pepsico

#### Pharmaceuticals

Ranbaxy  
Tata Chemicals

#### IT / Telecom

SAP  
Vodafone  
Nokia Siemens Networks

### CORPORATE HEADQUARTERS

MAHINDRA SSG

MAHINDRA TOWERS

WORLI, MUMBAI, INDIA

contact@mahindrassg.com

### What we do

**W**e help organizations across different industry verticals Derisk outsourcing in five ways:

- We design the compliance requirements to be met by third parties based on the risk profile and risk appetite of the client.
- We assist the third party in understanding & ensuring compliance to the requirements.
- We conduct periodic assessments on the third party to review compliance.
- We identify gaps and provide workable solutions and
- Follow-up with the client and third party to increase levels of compliance and accurately quantify residual risk.

### Our methodology

**W**e begin by identifying and classifying the third parties using the **3CS™** Model

- Complexity - determines the complexity of work that the third party handles, which could range from simple data entry to complex knowledge processing.
- Criticality - determines how critical the specific outsourced work is to the client.
- Caliber - establishes the current standard of the third party—in actual tested terms.
- Sensitivity - ascertains the sensitivity of operations including brand associations.

Next we create a 'minimum criteria' for third parties across the matrix that translates into quantifiable controls and procedures. This is done in consultation with the client and the third parties taking commitments from the latter. This framework includes:

- Current State & Risk Assessment
- Recommendations, Customized Policies & Procedures
- Periodicity of assessments, questionnaire

### INTRODUCTION

In this era of outsourcing, it is essential for an enterprise to have management oversight over third parties as the latter have access to confidential information or perform critical functions for them. Assessment of third party's management systems against standards gives the enterprise positive assurance and risk mitigation. Mahindra Special Services Group performs such assessments on behalf of our clients using an objective and impartial framework that measures, mitigates and quantifies the risks that an enterprise is exposed to—because of its third parties.

formats and timelines.

- Corrective and Preventive action plan.

The assessments are conducted onsite by our teams which accurately and impartially assess the third parties for Sufficiency & Adherence to controls and their implementation.

The findings report and corrective recommendations are then provided to the client and the third party. Using retrospective information we measure the progress / regress of the third party and follow up with them for the corrective action plan.

### Why our clients benefit

**A** robust comprehensive assessment model ensures that virtually all risks are measured accurately.

Our experience in executing the assessments ensures that "interdependent" risks are captured as well. The approach we use is more partnership driven than an auditory approach. This leads to collaborative improvement by the third parties rather than a fault finding / fault hiding.

Our extensive footprint in India ensures that clients get the best team—right where needed.