

NTT data

NTT DATA Figtree Systems



Figtree<risk>

Enterprise Risk Management



Global Resources... Local Knowledge

Figtree<risk>

Enterprise Risk Management is vital in supporting business continuity across diverse and challenging environments and operating models. By consolidating risk management activities into a single, cloud-accessed management platform, Figtree<risk> empowers organisations with the necessary tools to support due diligence, accountability and sound commercial decision-making.

NTT DATA

NTT DATA Figtree Systems

NTT DATA Figtree Systems is a global software developer with over 30 years' experience as a specialist vendor to the risk and insurance industry. Our software, Figtree Systems, provides an adaptable toolset for claims, risk, safety and fleet management professionals. We manage over 300 clients globally, including medium and large enterprise, third party claims administrators, captives, mutuals and self-insured organisations. We are a subsidiary of NTT DATA, a top 10 global IT services provider and systems integrator with 100,000 professionals in 50 countries globally.

Quick Facts

- 300+ clients
- 60+ professionals
- 30+ years experience
- 15+ years providing hosted solutions

Head office certified by:



Figtree<risk> benefits

- › Schedule, allocate and prioritise risk management processes under a single systemised governance framework.
- › Create structure through paper-free risk identification, categorisation and record management.
- › Tailor risk management accountabilities and escalation points according to organisational structure and business operating model.
- › Access software service via cloud, with no requirement for in-house infrastructure or upkeep.
- › Establish control measures and track effectiveness of risk reduction activities.
- › Support commercial decision making through comprehensive Risk Assessments and ad hoc performance reporting.
- › Reduce risk of litigation through verifiable due diligence and compliance.
- › Deliver consistency via a transparent and accessible Risk Library that shares experience and results across different business units and departments.
- › Promote an enterprise culture of risk awareness and accountability.
- › Enable scalable and secure risk management practices that support enterprise mobility.

Figtree<risk> Enterprise Risk Management

Enterprise Risk Management

Figtree<risk> equips organisations with the tools to coordinate risk management activities under a single consolidated risk management platform. Modelled around the framework of ISO 31000, Figtree<risk> supports risk identification, analysis, evaluation and control.

Irrespective of your organisation's risk management strategy, our systemised governance framework ensures that tasks are allocated, accountability is enforced and processes are transparent, cyclic and subject to ongoing review.

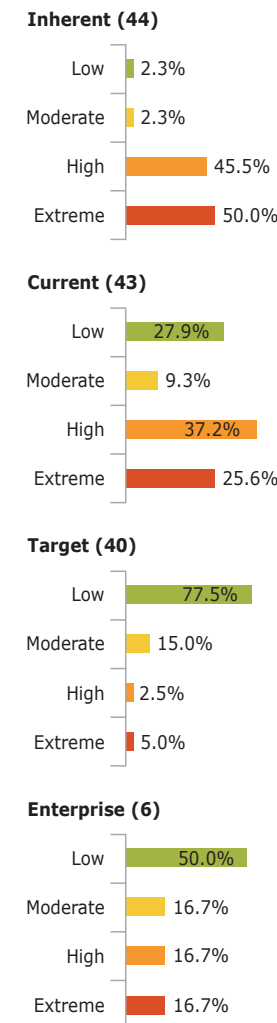
By contrast, traditional paper-based risk management systems can result in poor document security, inconsistent and loosely defined operational structures, time-consuming manual reporting, and an inability to provide enterprise-level risk visibility and oversight. As a centralised management platform with remote system access, Figtree<risk> provides continuity, consistency and structure to risk management activities enterprise-wide.

Integration and Deployment

- Managed software solution, providing quick, low risk implementation.
- Integrates with NTT DATA Figtree Systems' Work Health and Safety application.
- Interface with enterprise HR systems for the transfer of employee information for escalation purposes.
- Legacy data transition to Figtree<risk> platform.
- Multi-language capability for global expansion.



Summary



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Risk Assessment Search

Organization

Risk description

Risk ID#

Method Identified

Recorded date

Inactive / eliminated

Review due

Risk Status

Assessed by

Risk Type

Library record

Control Required

Ongoing review

Risk Number

Risk owner

Top / summary risk

Estimated cost of risk

Cost range

Total cost of controls

Summary

Inherent (44)

Low 2.3%

High 45.5%

Extreme 50.0%

Current (43)

Low 27.9%

High 24.7%

Extreme 25.6%

Target (40)

Low 37.5%

High 15.0%

Extreme 5.6%

Enterprise (5)

Low 56.0%

High 16.7%

Extreme 16.7%

Risk Number	Risk Type	Method Identified	Risk Description	Inherent Risk	Current Risk	Controls Req'd	Review due	Last reviewed	Target Mitigation...	Overall control effectiveness
A20000001	Business	Risk only	Exposure to physical attack	Extreme	Low	Yes	22/03/2015	24/03/2015	15/06/2015	80% - 75% - 02
A20000002	Business	Risk context	Exposure to verbal or written abuse	Extreme	High	Yes	22/03/2015	24/03/2015	15/06/2015	80% - 75% - 02
A20000003	Business	Risk only	Injuries/burns brought about by poor workplace	Extreme	High	Yes	22/03/2015	24/03/2015	15/06/2015	80% - 75% - 02
A20000004	Business	Risk context	Inhalation, absorption or ingestion of chemical	Extreme	Extreme	Yes	24/03/2015	24/03/2015	17/04/2015	75% - 100% - 01
A20000005	Business	Risk only	Fire, corrosion or explosion from incorrect use	Extreme	Low	Yes	24/03/2015	24/03/2015	17/04/2015	75% - 100% - 01
A20000006	Business	Risk context	Fire, corrosion or explosion from incorrect use	Extreme	Extreme	Yes	24/03/2015	24/03/2015	17/04/2015	75% - 100% - 01
A20000007	Business	Risk context	Fire, corrosion or explosion from incorrect use	Extreme	Extreme	Yes	24/03/2015	24/03/2015	17/04/2015	75% - 100% - 01
A20000008	Business	Risk context	Fire, corrosion or explosion from incorrect use	Extreme	Extreme	Yes	24/03/2015	24/03/2015	17/04/2015	75% - 100% - 01
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A20000010	Business	Risk context	Exposure to unconfined electrical equipment / ...	Extreme	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01
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A20000087	Business	Risk context	Exposure to unconfined electrical equipment / ...	High	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01
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A20000092	Business	Risk context	Exposure to unconfined electrical equipment / ...	High	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01
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A20000097	Business	Risk context	Exposure to unconfined electrical equipment / ...	High	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01
A20000098	Business	Risk context	Exposure to unconfined electrical equipment / ...	High	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01
A20000099	Business	Risk context	Exposure to unconfined electrical equipment / ...	High	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01
A20000100	Business	Risk context	Exposure to unconfined electrical equipment / ...	High	High	High	Yes	24/03/2015	17/04/2015	75% - 100% - 01

Figtree<risk>

Enterprise Risk Management

Controls and Actions

Users add Controls to Risk Assessment Records to support risk mitigation and prevention. Driving the implementation of Controls, intelligent workflows automate reminders for individuals regarding their nominated tasks, with escalations sent to line managers where such tasks go beyond their due date.

Figtree<risk> ensures that the Control's lifecycle is monitored as it progresses from the point of being raised to the point of implementation, as designated actions are completed. When adding Controls, users have an option to enable predetermined risk ratings. Once a Control is successfully implemented, the existing risk rating will automatically be adjusted to the predetermined risk rating value, as defined by the user.

To ensure that there is no unnecessary duplication of information, Figtree<risk> also allows a single Control to be linked with a multitude of Risks. Ineffective Controls can be replaced or retired, or rejected if they are deemed inappropriate.

Defining Risk Methodology

As a scalable and dynamic risk management platform, Figtree<risk> ensures that organisations are able to coordinate and monitor activities in line with their business needs and risk management strategy. Figtree<risk> enables administrators to configure risk-ratings and define risk review periods and timeframes for implementing Controls, ensuring that

Likelihood	Inherent Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	0	15	2	1	3
Likely	45	13	25	37	20
Possible	130	123	86	63	43
Unlikely	200	218	105	170	67
Rare	287	184	17	43	45

Likelihood	Current Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	0	3	0	0	1
Likely	0	0	0	15	5
Possible	45	5	3	4	10
Unlikely	290	145	40	30	14
Rare	654	389	189	80	20

Likelihood	Target Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	0	0	0	0	0
Likely	0	0	0	0	0
Possible	45	2	1	0	0
Unlikely	352	86	7	18	5
Rare	866	434	94	20	12

Likelihood	Enterprise Consequence				
	Insignificant	Minor	Moderate	Major	Catastrophic
Almost Certain	0	0	0	0	0
Likely	0	0	0	0	0
Possible	0	1	0	0	0
Unlikely	16	6	4	5	3
Rare	15	21	9	13	7

outcomes delivered are appropriate for the business' risk appetite.

Depending on the business' risk methodology and maturity level, users may turn various Risk Matrices on or off as is appropriate. A Risk's severity can be viewed within each Matrix as per the risk categories defined within the system – Inherent, Current, Target and Enterprise. By allowing the utilisation of various Matrices simultaneously, Figtree<risk> provides extensive risk oversight and transparency, ensuring that the critical dimensions to the risk are captured and communicated.

Risk Library Functionality

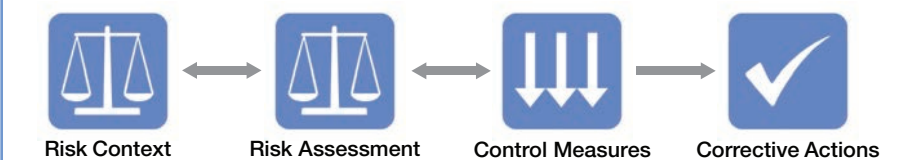
Figtree<risk>'s Risk Library functionality, allows Risk Assessments to be stored in a Library, along with their associated Controls. Users creating a Risk Context Record can reference the Library to leverage the knowledge and experience of other areas of the business.

The Library function is best used when the same or similar risks have previously been assessed and controlled elsewhere in the business. Once extracted, Risk Assessments and Controls from the library can be modified by the user to ensure they appropriately reflect the context in which they are used. This provides a more consistent approach to risk management, significantly reducing data entry and increasing efficiency.

5	10	15	20	25
4	8	12	16	20
3	6	9	12	15
2	4	6	8	10
1	2	3	4	5

	Risk ranges		Risk outcome	Risk review due	Mitigation timeframe
If score is <=	3		Low	104	364
If score is >=	4	And <= 7	Moderate	52	182
If score is >=	8	And <= 13	High	26	31
If score is >	14		Extreme	13	7

Risk Matrix Score Configuration



Compatible Applications



Figtree<workers>
Claims and Injury Management



Figtree<safety>
Safety Management System

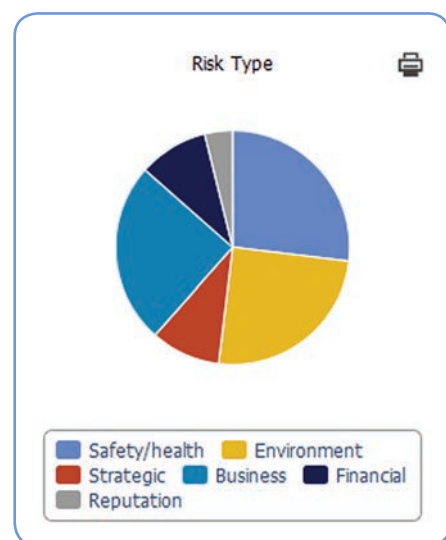
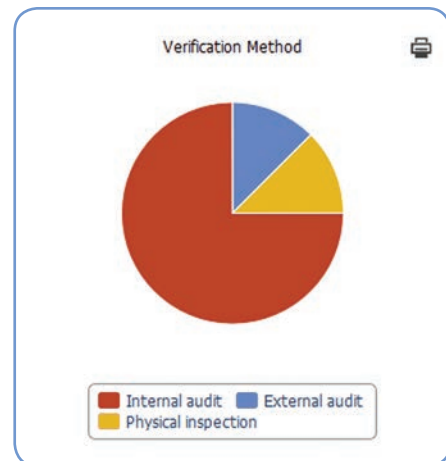
Figtree<risk> Entity Relationship Diagram

Figtree<risk> Enterprise Risk Management

Real-Time Dashboards

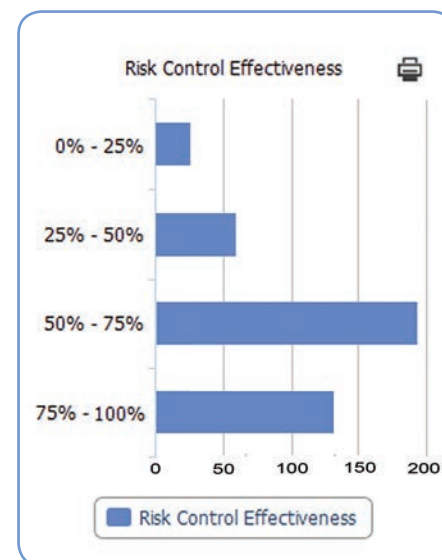
Visually appealing, functional real-time multi-series dashboards have been designed to manage all aspects of the solution, from risk reviews to outstanding actions, driving accountably and transparency throughout the system.

Analytical dashboards allow users to identify trends quickly, with various filters applied to dashboards to pinpoint areas of concern.



Standard and Ad Hoc Reporting Tools

The system is packaged with a standard suite of user-friendly statistical and KPI reports, including risk registers and critical control reports, that can be run at any time with minimal input. The reporting functionality also provides the ability for users to create their own ad-hoc report templates or access report



templates that others have created (depending on security rights).

Reports can be exported from the system in different formats such as Microsoft Word, PDF and XML/CSV to suit the desired outcome, as well as for use in other report generators such as BIRT, Excel, Crystal and other third party report writers.

Automated Workflow

The Workflow Engine runs in the background and is designed to automate and standardise business processes and functions, therefore removing human error and delays.

These processes include sending notifications and reminder emails for upcoming tasks, and automatically running and delivering reports to an employee's email inbox. Escalation processes ensure accountably with the system by automatically notifying a responsible person's line manager should a task not be completed within a designated timeframe.

Enforced Accountability

To ensure that there is accountability for risk management activities, Figtree<risk> ensures that each Risk Context, Risk, Control and Action Record have a dedicated record owner assigned to it. As a result, accountability for implementing and maintaining risk management processes, as well as ensuring the effectiveness of any Controls, is directly linked to individual users. The responsibility for individuals to complete defined tasks within Figtree<risk> is clear, measurable and absolute.

Figtree<cloud>

To support enterprise mobility, Figtree<risk> is deployed via a secure cloud based user interface and hosting service managed by NTT DATA Figtree Systems.

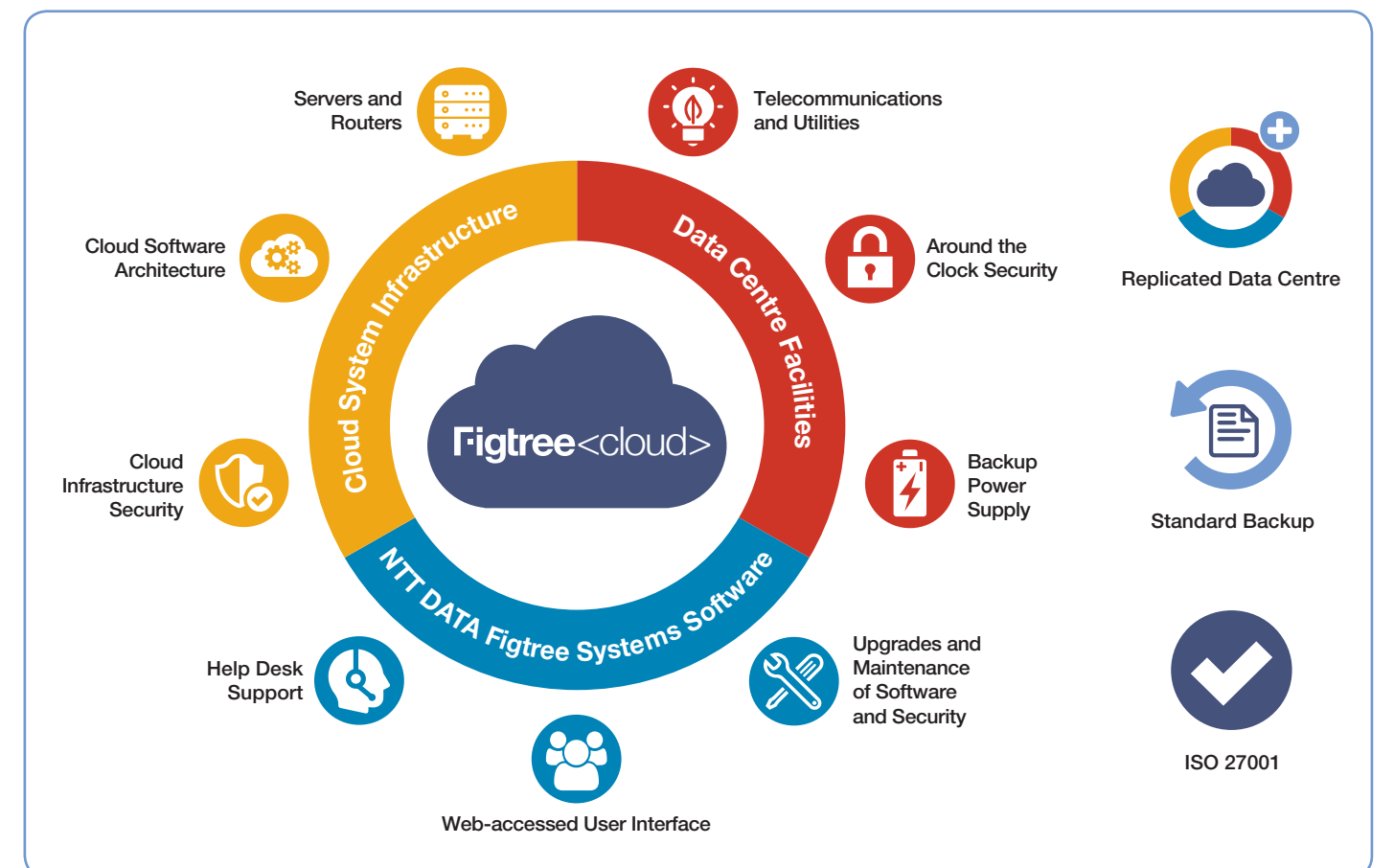
Figtree<cloud> removes the complexity and cost associated with the running and upkeep of an in-house IT system. As such, there is no need to purchase and maintain servers, computer rooms or virus protection, or to implement back-up tasks or expensive data security systems. These are



all included as part of the standard Figtree<cloud> service.

Supported by a robust disaster recovery and backup service, Figtree<cloud> provides remote

systems access, whilst also ensuring your information is protected against the threat of unforeseen events and ready to restore to working order in the event of an emergency.



Figtree<cloud> Service Overview

Global Resources...
Local Knowledge

Streamline your business administration with a suite of software solutions that enhance reporting, risk awareness and cost control.



Enterprise Risk Management

Hit your risk reduction targets with an enterprise-grade risk management solution, modelled around ISO 31000. This system enforces accountability and provides a real-time risk database, accessible anywhere.

Claims Management

The software of choice for TPAs and non traditional insurers, our claims management systems deliver robust reporting and full lifecycle claims management for all insurance lines, including workers compensation.



Work Health and Safety

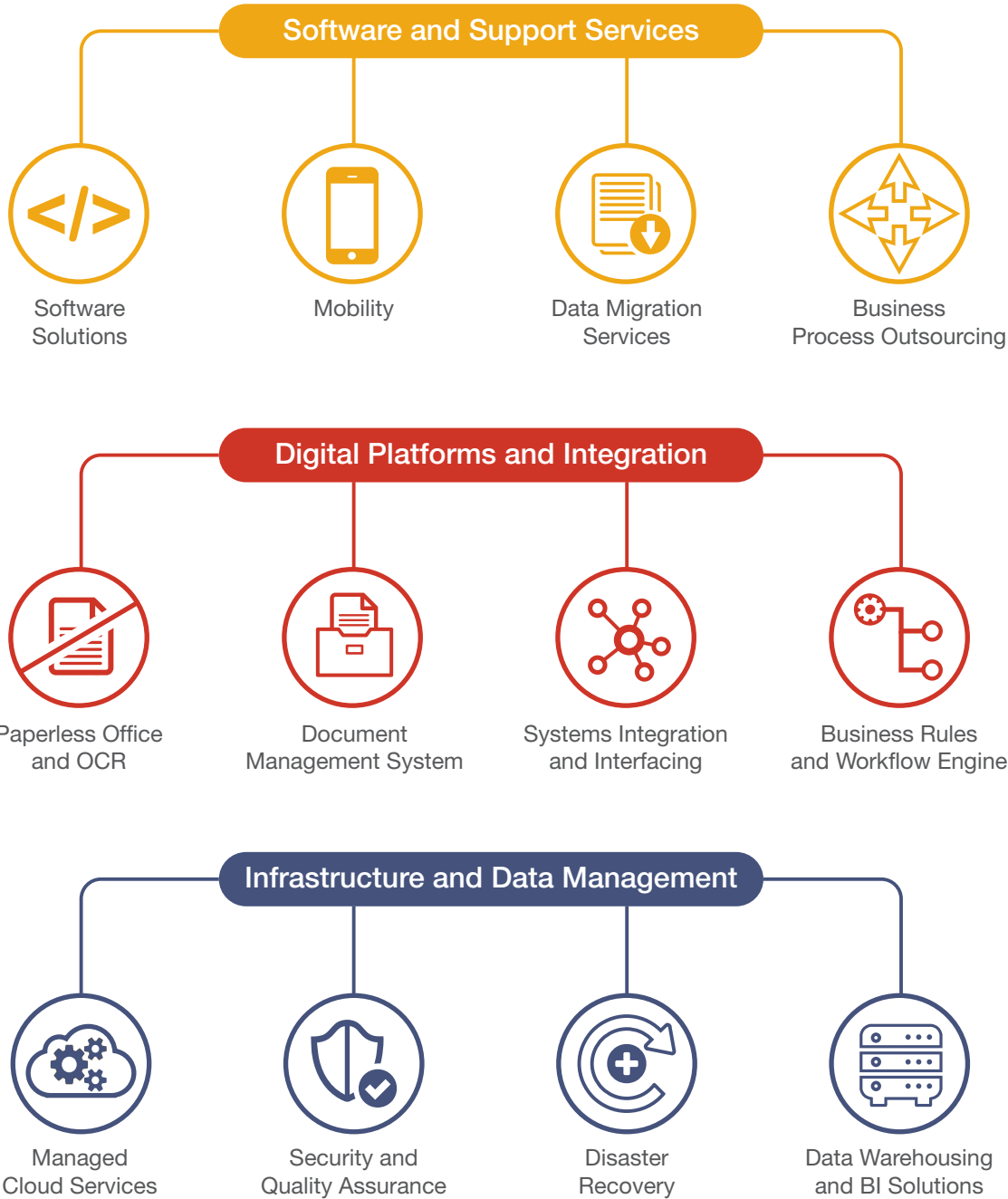
The single source of truth to your organisation's safety information, our safety and incident management solution offers a wealth of functionality to assist you in coordinating an effective and compliant WHS program.

Fleet and Asset Management

Manage your fleet administration more efficiently with an end-to-end reporting solution that captures all vehicle running costs electronically, from asset-acquisition to asset-disposal.



As part of the NTT DATA group, we are well placed to support your business with capability and expertise that drives digital transformation.



Global Resources...

Local Knowledge



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