



## SEEK FINDS ITS WAY TO SCALABLE RISK MANAGEMENT AND REPORTING WITH RSA ARCHER®

### AT A GLANCE

#### Challenges

- SEEK Limited operates a wide range of employment and other services around the world. As a result it handles a lot of data, much of it sensitive
- It needed to ensure it aligned with regulatory requirements in each market, and could demonstrate strong risk management
- Its existing risk management platform and processes were based on manual tools such as spreadsheets, which were time-consuming to maintain and did not offer a consolidated, real-time view of risk status

#### Results

- SEEK used the RSA Archer® GRC platform to consolidate and automate its risk management workflows
- It can now create up-to-date, centralized reports for use by executive and senior managers
- The responsive, flexible platform also enables SEEK to make changes to existing processes very quickly, in line with user feedback

“One of the best things about the platform is being able to drill into the details on particular risks where we need to and make very quick decision... RSA Archer is a very easy system to maintain, and to make changes very quickly, so we’re able to listen to what people tell us and respond, and this has made a big difference to the culture.”

BEN AGAR, IT RISK MANAGER, SEEK LIMITED

SEEK is a diverse group of companies that encompasses a strong portfolio of employment, education and volunteer businesses around the world. Its global reach touches over 4.1 billion people. Its employment websites receive over 375 million visits every month, have over 3 million job opportunities available at any given time and host over 100 million jobseeker profiles.

#### *What issues were you facing?*

We were challenged by a number of things but particularly our ability to capture all the risk information we needed and actively report on it in a timely fashion. As our businesses grow, we have increasing compliance requirements and with so many stakeholders across the business—at both an executive and senior management level—we really needed a way to report quickly.

We'd had some lengthy conversations with our management team to explore whether our existing processes could grow with us as we expanded and it was evident to us that they couldn't. So we looked to some best practice tools and went through a strong business case analysis before we decided on the RSA Archer® GRC platform.

#### *Why did you choose RSA Archer?*

What we liked about RSA was their local support and the strength of their implementation partner. As we were expanding we wanted a company that had the ability to service our entire footprint across the globe and RSA is definitely at that forefront.

If I'm in Australia I can talk to the local support team, but if we have a challenge in one of our other countries, whether it be Brazil or Malaysia, there's local support there from RSA that we can tap into that speak and understand the culture. That's very important for us.

#### *How are you using RSA Archer?*

Using the power of Archer we're able to have one platform to satisfy all our businesses. Our existing processes didn't allow that and we were relying on a lot of manual inputs from emails, spreadsheets and so on. By using Archer and having that one place where we could put everything, we can now report seamlessly and track all our risk management processes within the one tool.

We were able to use the workflow system in the platform really quickly. This enables us to capture the information points that are relevant to our risks, whereas before it was very hard to get this level of specificity.

#### *What impact has the new solution had?*

One of the best things about the platform is being able to drill into the details on particular risks where we need to and make very quick decision. So if we see pockets of risk in two different business units, we can assess what actions we can take to address both at once. Previously we would have had to look at each risk in a more siloed way, and that wasn't the best use of our time or money.

We've been able to use feedback from our users to inform and drive further improvements to our processes and workflows. RSA Archer is a very easy system to maintain, and to make changes very quickly, so we're able to listen to what people tell us and respond, and this has made a big difference to the culture.

#### *What's next in your GRC maturity journey?*

We want to look at how we can tie into our existing ecosystem of IT environments. We've got a number of great systems that have a lot of rich information, which we could import into Archer and then use it for even more than we do today. RSA Archer has a very powerful back end and API platform that I want to tap into so we can introduce new ways of accessing information to further enrich insights for our managers and stakeholders.

## CONTACT US

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