RSA ARCHER® THIRD PARTY GOVERNANCE
USE CASE FOR THIRD PARTY GOVERNANCE

THE CHALLENGE
For many organizations, consistent monitoring the performance of third parties and the product and service engagements they deliver is a continual challenge. When contract service level agreement (SLA) metrics are not monitored for compliance, third parties can not readily be held accountable for poor performance. In the worst cases, poor third-party performance can damage your organization’s reputation, lead to litigation due to poor product and service delivery, and impede your strategic initiatives.

OVERVIEW
The RSA Archer® Third Party Governance use case provides supplier engagement performance monitoring. Metrics can be established within four categories: Quality, Innovation, Performance, and Relationship. Metrics are depicted for each engagement and rolled up to the third party to depict their performance across all of their product or services engagements with your organization.

KEY FEATURES
- Definition and documentation of performance metrics for third parties
- Tracking of all contractual service level agreement (SLA) metrics and deteriorating performance on the part of third parties
- Capture and monitoring of remediation plans
- Creation, ongoing capture, and association of performance metrics for individual product and service engagements
- Roll up and “aggregate” the performance of all engagements delivered by a third party to obtain an overall assessment of the third party’s performance

KEY BENEFITS
With the RSA Archer Third Party Governance use case, you can:
- Improve tracking of third-party performance metrics to engage with third parties before their performance deteriorates to an unacceptable level
- Spend less time and money on performance remediation
- Demonstrate effectiveness of your third-party performance management program to executive management and regulators
ABOUT RSA

RSA Archer® Suite enables organizations to manage the broad dimensions of business risk and confidently pursue digital opportunity. The suite is part of the RSA portfolio of business-driven security solutions, which provides a unified approach to managing digital risk that hinges on integrated visibility, automated insights and coordinated actions. RSA protects millions of users around the world and helps more than 90 percent of the Fortune 500 companies thrive and continuously adapt to informational change. For more information, go to rsa.com.