



C2

Global Retail Case Study

Empowering greater control and efficiency over global third-party risk with C2's VRM Solution

The Challenge

The global retail client faced a critical need: to ensure meticulous Vendor Risk Management (VRM) for information security across its vast global operations. With an annual turnover exceeding \$15 billion and employing over 25,000 staff, operating across multiple continents, safeguarding the brand's risk posture was paramount. The catalyst for this stemmed from a digital transformation initiative, aimed at consolidating their operational aspects. Spanning over 40 jurisdictions and involving several subsidiary companies, this ambitious transformation laid bare the fragmented and siloed nature of the brand's supplier infosec risk management processes.

Operating with a heavily outsourced system/approach that took weeks to complete assessments, at an average cost of £12k per supplier assessment, the brand identified gaps in execution, a great deal of outsource dependency leading to a loss of control over critical aspects of supplier risk management.

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“It was immediately clear that C2 Risk went above and beyond all others in what they delivered for the budget, in their in-house expertise, and in their ability to engage with suppliers to complete the information needed for risk evaluation. It was not just C2's attitude, but how they adapted the VRM platform for our specific needs and gave us realistic advice on our messaging to suppliers that improved their cooperation. For me, it is always about building a relationship, and C2 were a partner invested in making the journey a success for us.”

Global Director of Information Security Strategy, Global Retailer



HM Government
G-Cloud
Supplier



PROUDLY SUPPORTING THOSE WHO SERVE.



The Solution

Leveraging C2's VRM solution, the client was able to manage and conduct comprehensive information assurance risk assessments for their extensive array of vendors, ranging from product manufacturers to service providers. Risks inherent within the retail industry included safeguarding the confidentiality of customer information, identifying risks within the extended enterprise, securing images and data for consumer applications, and protecting proprietary designs and analytics for future retail trends.

The platform's automation capabilities, coupled with the expertise from the C2 Analyst team empowered the client's CISOs and information security teams to establish a robust defence across its supply chain, prioritising and assessing third-party risks efficiently and providing real-time data insights. By tiering its vendors based on risk level and conducting targeted assessments, C2 enabled the client to focus efforts and resources where they were most needed, resulting in enhanced cost-effectiveness, speed, efficiency, accuracy and coverage.

The Approach

The C2 platform streamlines the entire risk management process with its cutting-edge system, robust features, intuitive GUI, and a seamless end-to-end journey. It simplifies supplier onboarding, swiftly categorises and prioritises suppliers based on criticality, and defines baseline risk levels. The platform efficiently distributes assessments, automates reminders, and ensures data accuracy through rigorous quality checks and evidence verification. It auto-generates targeted remediation plans, supports continuous improvement, and generates detailed reports summarising the risk landscape and mitigation efforts.



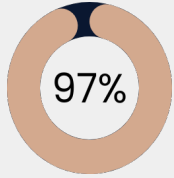
"Witnessing the transformative impact we've had on a world leading brand's risk management practices has been incredibly rewarding for the entire C2 team. C2's SaaS based solution and managed services empowered the client to navigate their global complex supply chain smoothly and compliantly while strengthening their defences against potential future threats.

Through assessment, remediation and mitigation, this retailer can manage third-party risk effectively, giving them the peace of mind to focus on what they do best, which is continuing to be a true leader in the global retail space. This partnership is a testament to our commitment to going above and beyond, delivering on time and on budget and providing tangible results that make a real difference."

Will Jackson, CEO
C2 Risk

The Results

C2's highly automated, intuitive and powerful solution exceeded the expectations of this truly global retail giant by:



Risk management was streamlined, reducing their incumbent risk management costs by 97%.



With greater efficiency, teams were more productive, reducing time spent assessing risk by 74%.



Enhanced cooperation from suppliers and bolstered risk mitigation efforts benefited all stakeholders.



Projects were seamlessly integrated into the VRM process, fostering internal development.



The C2 VRM platform improved the accuracy of assessment data, aligning with assurance efforts when mitigating risk.




The entire risk assessment lifecycle was condensed into one secure SaaS solution, offering full transparency for the team.

Embedding C2's VRM solution throughout the client's supply chain proved indispensable in strengthening the company against risks. Despite the challenges inherent in transforming long-standing practices within a century-old business, the global retailer has emerged stronger and demonstrably better protected. Through diligent assessments conducted on a risk-based approach across a global scale, the company minimised risks to its brand and reputation, affirming the value of its partnership with C2 in mitigating threats posed by external entities who often attack reputable brands via their supply chains.

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