

On the Radar: SAI Global's Digital Manager 360 provides insight from technical and security solutions

Support for a range of IT-related use cases with mature, enterprise-strength GRC capabilities

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Summary

Catalyst

SAI Global has a heritage of almost a century in risk-related services. It has acquired software solutions to broaden its target markets, including most recently to augment capabilities relating to risk around IT-related use cases. With a range of options that can address varied requirements across customers' multiple risk-focused operations, the company aims to enable integration with any processes and information necessary, both outside its own solution portfolio and across the elements within it, as they are assimilated, as distinct from competing vendor offerings that are positioned as "GRC platforms".

Key messages

- SAI Global's strategy is to integrate a range of solutions across different GRC-related functional areas.
- The company acquired established IT GRC player Modulo in 2016, and has plans to integrate common underlying risk management capabilities, and solutions supporting broader GRC requirements, to increase value for customers.
- SAI Global's Digital Manager 360 is a mature solution from the Modulo acquisition that supports several key IT-related GRC functions. It is, however, likely to benefit from investment in new or improved capabilities.

Ovum view

SAI Global has the dual benefits of a lengthy heritage in risk-related business services, and a new vision for the company's expansion from closely interested new investors. Given the expertise and funding to successfully coalesce and capitalize on its solution portfolio, it will be well placed to address GRC markets that continue to offer growth.

Recommendations for enterprises

Why put SAI Global on your radar?

The SAI Global Digital Manager 360 solution has maturity and a strong heritage from its legacy Modulo ownership, and is set to benefit from investment as part of a large program to integrate it across the SAI Global portfolio. The company has significant expertise in risk-related practices, and its strategic approach is to aggressively address the opportunities in GRC markets, both factors that could benefit prospective customers.

Highlights

Background

SAI Global has been in existence since 1922, and became a publicly listed corporation in Australia in 2003. In December 2016, the acquisition of the company by Baring Private Equity Asia was finalized. A program of growth-oriented investment is under assessment, with expansion already funded in product development, sales, and marketing. SAI Global has a diverse set of customer-facing capabilities relating to risk management including assurance (the certification of operational practices), training, delivery of knowledge and content, and software solutions (with associated services).

Prior to the change of ownership, SAI Global had undertaken several significant acquisitions of which three: Compliance 360, EHS Manager 360 (formerly Cintellate), and most recently, in 2016, Digital Manager360 (formerly Modulo) are the main sources of its current GRC solution portfolio. SAI Global Digital Manager 360 is based on a combination of Modulo's offering and in-house functions, while the rest of SAI Global's portfolio of GRC solutions is comprised of:

- Compliance 360, which focuses on the management of compliance, policy management, healthcare claims audits and denials, gifts and hospitality and conflicts of interest management, internal audit, and operational risk.
- EHS Manager 360, formerly Cintellate, which focuses on requirements relating to health and safety management; environmental monitoring; injury management; hazard and waste management; management of permits, audits and inspections; and a chemical register.

SAI Global positions its GRC solution capabilities as constituting "integrated risk management", with access control, risk management, enterprise governance, reporting, and analytics integrated across the three solution areas. These will be important value elements in the company's positioning of its portfolio, integrating information and insight across customers' varying risk management operations.

Current position

SAI Global Digital Manager 360 addresses IT-specific GRC requirements across a number of IT-related functional areas, including:

- Cybersecurity
- IT risk management
- IT vendor risk management (including vendor scoring and screening)
- Vulnerability management
- Controls monitoring
- Management of an IT risk register
- IT risk analytics and business intelligence
- Data privacy, including risk and compliance requirements for GDPR
- Business continuity management (BCM).

Organizational structure, business systems, and technical infrastructure elements can be combined in a model that enables visualization of risk- and compliance-related metrics at all levels of the business

and IT estates, with color-coded representation of status against alert levels. Detailed analysis can deliver insight into the relative priorities of risk remediation across individual types of technical components, or aggregated at the level of assets supporting specific business components such as key processes or regional or business unit operations.

Out-of-the-box integrations, with more than 30 third-party tools that organizations typically use for IT security and operations, enables the solution to add risk and business context to technical data. Examples include vulnerability and other security monitoring information from Qualys and Fortinet, and service management data from BMC's solutions. Customers can add additional technology integrations through standard APIs to meet other requirements, and strong administration features enable automated management of operations across integration boundaries.

SAI Global Digital Manager 360 is SaaS-based, and the standard offering includes the following functionality:

- Automated IT risk management
- IT vendor risk management (including vendor scoring and screening)
- Vulnerability risk management
- Digital incident management
- Digital asset management
- Digital compliance management
- Business continuity management
- Policy management (including extensive library)
- Dynamic knowledge library
- Survey and questionnaire management
- Reporting wizard

Additional features can be optionally enabled, including:

- Mobile apps for smartphones and tablets
- Automated collectors for dealing with Open Vulnerability and Assessment Language (OVAL) data
- IT operational risk management
- Advanced reporting and analytics

SAI Global plans enhancements to enable broader support of requirements relating to legal risk, and digital-specific risk. Following the acquisitions it has made to form its portfolio, proving depth and ease of integration will be a primary focus and a foundation for innovation to support smarter GRC operations.

Data sheet

Key facts

Table 1: Data sheet: SAI Global

Product name	SAI Global Digital Manager 360	Product classification	Governance, risk, and compliance
Version number	2018.1	Release date	March 2018
Industries covered	All	Geographies covered	Primarily North America, but focused on expansion in Asia and Europe
Relevant company sizes	Revenues of AUD600m (\$460m)	Licensing options	Subscription
URL	www.saiglobal.com	Routes to market	Direct sales teams across 50+ offices globally; channel sales and referral partners established with global consulting practices, technology firms and system integrators.
Company headquarters	Chicago, IL, US	Number of employees	2,500+

Source: Ovum

Appendix

On the Radar

On the Radar is a series of research notes about vendors bringing innovative ideas, products, or business models to their markets. Although On the Radar vendors may not be ready for prime time, they bear watching for their potential impact on markets and could be suitable for certain enterprise and public sector IT organizations.

Further reading

Assessing the Requirements for Enterprise Governance, Risk, and Compliance (GRC) Solutions, IT0018-001468 (March 2015)

"CEOs lack understanding of information security risk," IT0022-000502 (August 2015)

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We hope that this analysis will help you make informed and imaginative business decisions. If you have further requirements, Ovum's consulting team may be able to help you. For more information about Ovum's consulting capabilities, please contact us directly at consulting@ovum.com.

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