

Risk  
Management  
Information  
Systems

Panorama

*2<sup>nd</sup> edition*

The AMRAE thanks the participants who helped to realise this document :

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As risk management processes are being implemented into an increasing number of companies, the need for an information system is becoming crucial.

An in-depth examination of the acquisition of an information system is to be considered, regarding the now daily stakes of: the size of the companies, their complex organisational forms -which can be fragmented or geographically dispersed as well-, the obligation to harmonise the methodology on an issue requiring a constant cross-sectional approach the increasing amount of data available, the increasing amount of data that need to be analyzed, etc.

For a while, classical software applications or in-house tools had seemed sufficient.

They are now demonstrating their limitations when the goal is to support the process without burdening it with an “additional reporting system” involving new resources, the recurring cost of which acts as a deterrent.

Once the decision to acquire a tool has been made, the risk manager has tremendous difficulties to understand the operational and technical characteristics of one tool compared with another. To shed light of these issues, **the IS committee (Information Systems) chaired by François Beaume, Risk Manager assistant at Dalkia**, and whose extremely dynamic involvement in the AMRAE should be praised, has published a panorama of specific Risk Management Information Systems for the second consecutive year. Thus, this new panorama will provide risk managers with an analysis, for each vendor, of the 18 main functionalities, of their link to the COSO II framework and of other relevant requirements.

With the release of this new document, AMRAE is proving that it is resolutely geared towards the publication of reference dossiers in its domains of legitimate expertise.

The seriousness and professionalism of these documents have been made possible by the commitment and involvement of all contributors. Thus, AMRAE is making individual expertises available to all, which is the very essence of our association. This is why I wish to thank the dynamic and active members committed to our cause.

**Bruno Dunoyer de Segonzac, Vice-president, AMRAE**



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### *RMIS objectives*

AMRAE's Information Systems committee carries out an annual survey listing the existing vendors of Risk Management Information Systems (RMIS) and the solutions provided. This survey is carried out directly with the vendors and aims at formalising an analysis by functional criteria.

The purpose of this Panorama is to provide the members with answers to all sorts of questions he is faced with when deciding to launch an RMIS project:

- What are my requirements?
- Can market solutions meet these requirements?
- To what extent?
- A single specialised module or a more integrated offer?
- ...

The Committee conducted its survey with three major principles in mind, so as to prevent any potential conflict of interest and comply with stringent ethical requirements:

- **Neutrality:** the Panorama makes no value judgment on the vendors and their solutions, nor does it offer any purchasing recommendation. Its objective is to clarify the tools and main functionalities available on the market.
- **Objectivity:** the questions relate to the functionalities of each solution and are therefore essentially technical.
- **Business focus:** the questions and analyses are directly linked to the imperatives specific to functions of Risk Manager and in keeping with the spirit of COSO II, so as to adopt a focus shared by all.

### *What is the purpose of an RMIS?*

The Risk Management function is above all closely linked to the acquisition, analysis, summary and reporting of often varied forms of information. The idea is primarily to collect the risks and incidents as close as possible to the place and time of occurrence, in order to assess them and enable reasonable risk-taking, which can imply means of control (such as insurance) to mitigate the incumbent risks.

The choice of an IT tool must take into account the necessity to manage an important information flow, process it and report it to the Risk Manager in a usable format.

In addition to analysing and managing flows, this is also a communication tool. In order to collect all relevant information, analyse it and share the results or order the implementation of plans of action, the Risk Manager must be well-versed in communication, and the RMIS tool has to support him on this dimension.

The RMIS must therefore be totally compatible with the company's governance and organisation methods to direct the flows according to genuinely pertinent pathways and formats.

Finally, the RMIS must constitute a steering tool for all those involved in Risk Management:

- The top management can have a consolidated view of the risks incurred as well as ongoing actions,
- The managers in charge of a number of risks benefit from this view and can steer the actions within their own scope,
- The Risk Manager can coordinate all risk management actions, from risk identification to treatment, and initiate more targeted actions (relating, for example, to claims and insurance management).

## Realisation of the panorama

In 2009, the IS Committee revised the questionnaire initiated in 2008, focusing in particular on its links to the COSO II framework. This framework was chosen for its methodological structure which is adaptable to most risk management organisations, which also explains its broad dissemination among risk management stakeholders, notably in France. The table hereafter establishes a link between the aspects of COSO II and the focus of the questions selected in the panorama.

COSO II categories	Topics
Internal Environment	Ability to adapt the RMIS to the organisation
Objective Setting	Capability to manage objectives and follow their realisation with some indicators
Event Identification	Risk identification capabilities and modalities
Risk Assessment	Dimensions assessed (frequency, impact, level of control, gross, residual or target) and consolidation capabilities
Risk Response	Capability to manage action plans and insurance
Control Activities	Access right management and traceability
Information & Communication	Reporting editions
Monitoring	Workflows

For the purposes of the survey, the "Risk response" category has been split in two: insurance / no insurance.

Based on the 2008 achievements, a panel of 73 vendors was created. This panel was approached directly by AMRAE and was invited to respond to a survey questionnaire (French / English) which was put online on [www.amrae.fr](http://www.amrae.fr) for 2 months.

The responses were analysed based exclusively on the vendors' statements. The analysis was not complemented by an evidence-based test or interviews which could have led to a judgment by the Committee, in accordance with the action principles selected by this Committee.

### *Summary methodology*

Some of the panorama's questions were pre-set to facilitate analysis standardisation as much as possible.

Each of these standardised responses was allocated a certain number of points as per the following scale:

- Topic not covered by the RMIS = 0 point,
- Topic requiring ad hoc development = 1 point,
- Topic requiring configuration = 2 points,
- Standard topic = 3 points.

This scale makes it possible to make the responses more objective and identify cross-sectional summary guidelines, both individual and global.

Certain themes were paid particular attention:

- A number of functional aspects, constituting the AMRAE analysis grid already used for the previous edition of the Panorama, enables the monitoring of the evolution of the vendors and their products (see appendix for detailed functional aspects),
- COSO II aspects, detailed in each vendor data sheet,
- Certain currently relevant points highlighted (risk mapping, follow-up of plans of action, ease of implementation, etc.) and detailed in the next chapter.

These objective results are also compared with the more qualitative comments provided by the vendors to reflect their product characteristics as faithfully as possible.

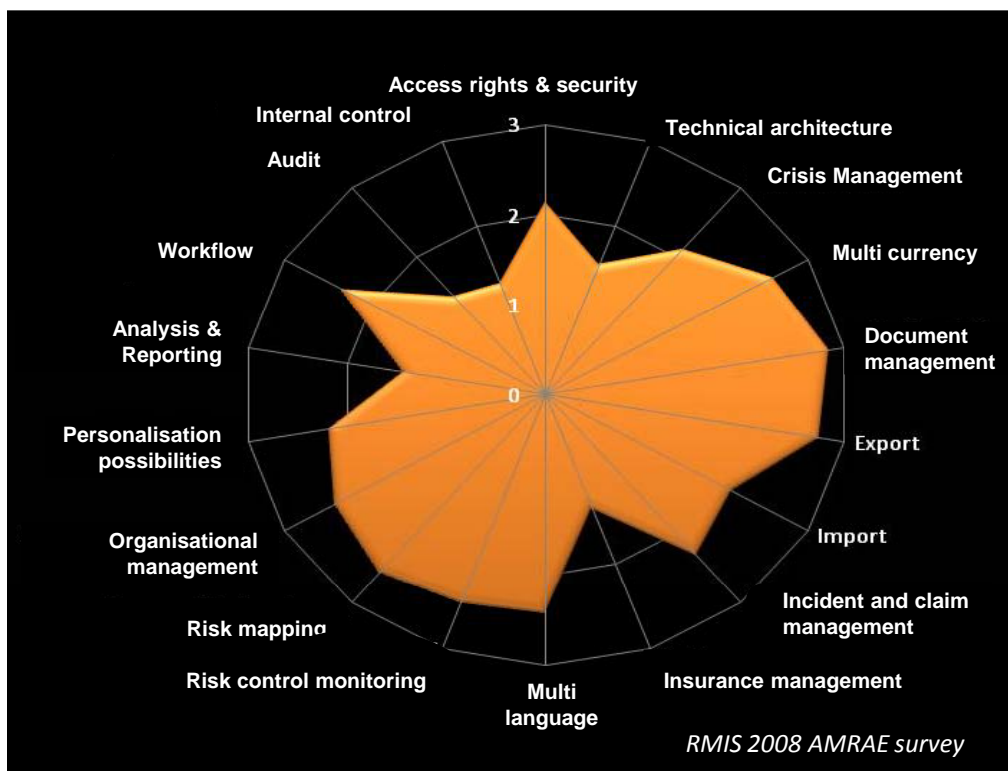
## Summary of the results



### Principal 2008 results

The 2008 RMIS Panorama mostly focused on an analysis split between 18 functional aspects.

The following chart illustrates these aspects by positioning the aggregated responses of the vendors.



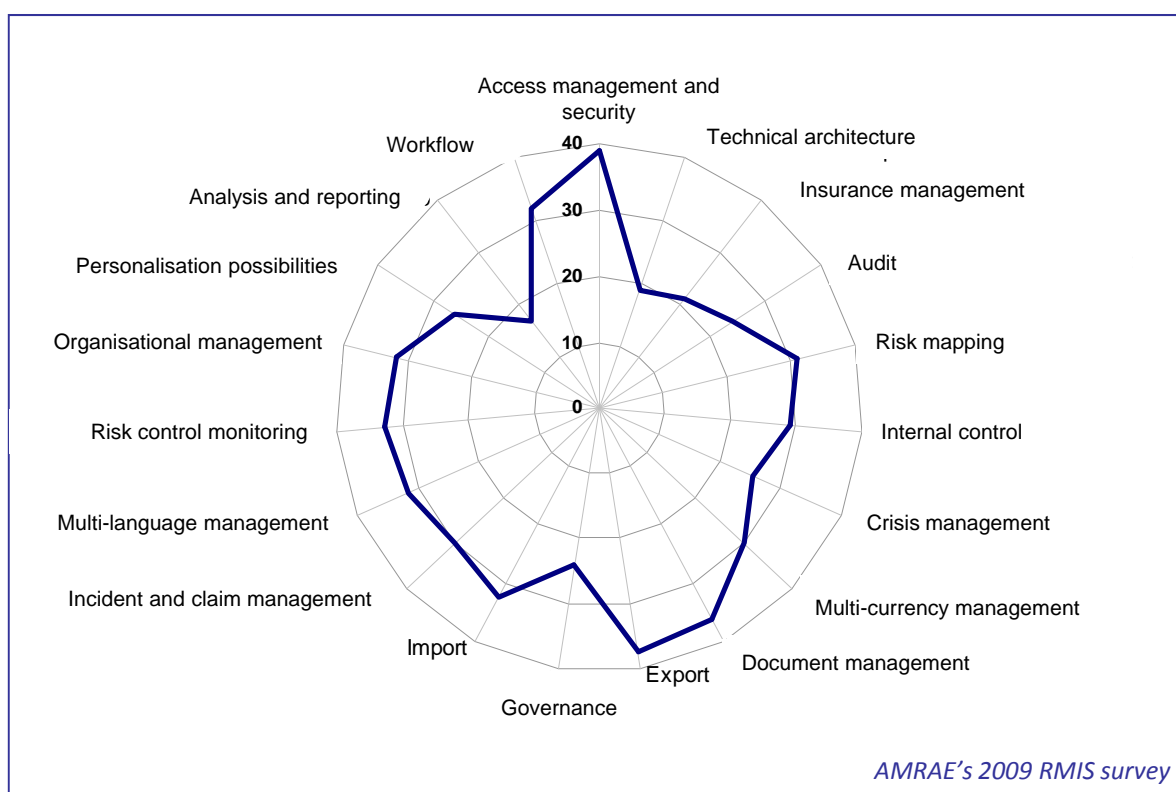
Overall, two findings were highlighted in 2008:

- Market products homogenously cover all functional aspects relating to risk mapping as well as incident and claim management.
- Requirements in terms of insurance, internal audit and control are not covered as homogenously.

Details of the 2008 Panorama are available on the AMRAE's website ([www.amrae.fr](http://www.amrae.fr))

### Principal 2009 results

For the 2009 edition of the RMIS Panorama, the IS Committee used the 18 functional aspects of 2008 and added the Governance aspect. The following chart illustrates these aspects by positioning the aggregated responses of the vendors.



While the overall findings of 2008 can be carried over, numerous improvements should be noted, notably in terms of:

- Access management and security,
- Insurances,
- Internal audit and control,
- General ergonomics and ease of implementation.

The Governance aspect is generally well covered but marked differences remain according to the positioning of each solution (specialised or general).

Details of the 2009 Panorama are available on the AMRAE's website ([www.amrae.fr](http://www.amrae.fr))

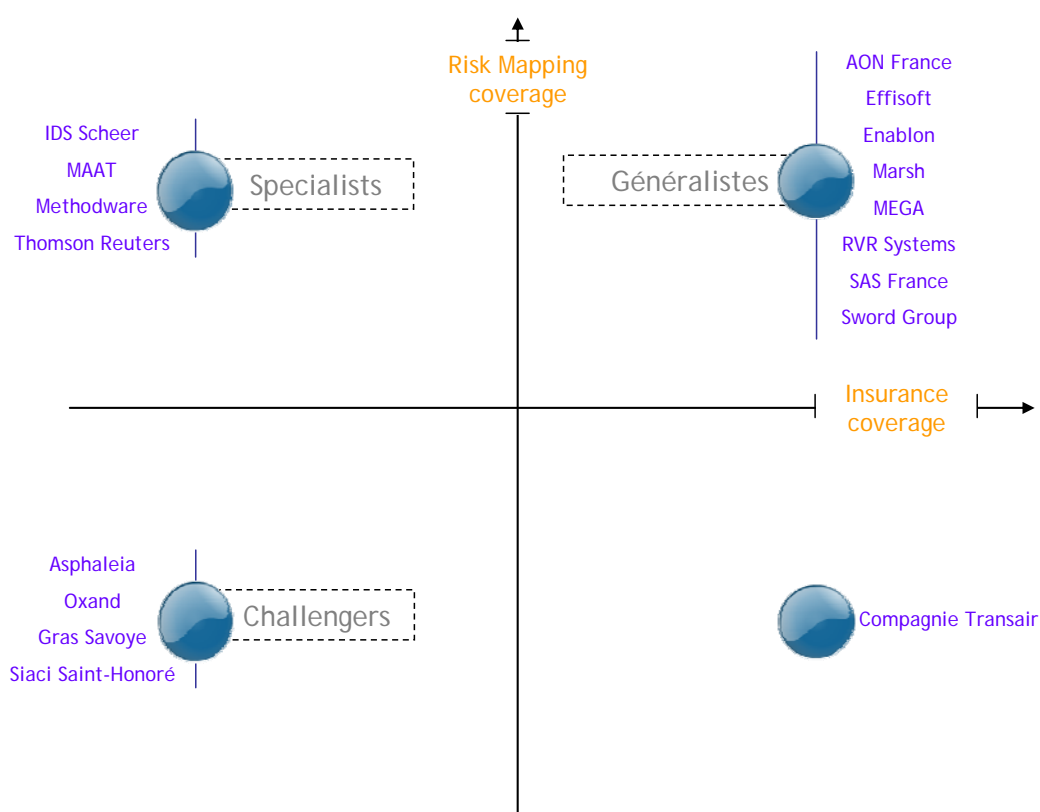
## Risk mapping and Insurance

The Risk Managers' two major concerns regarding an RMIS are generally:

- Does it manage insurance policies?
- Does it have a risk mapping function?

These questions are motivated by the Risk Manager's organisational position, scope of responsibility and, quite often, current priorities or even the budget.

The chart below positions the different general or specialist solutions according to the vendors' responses to these questions.

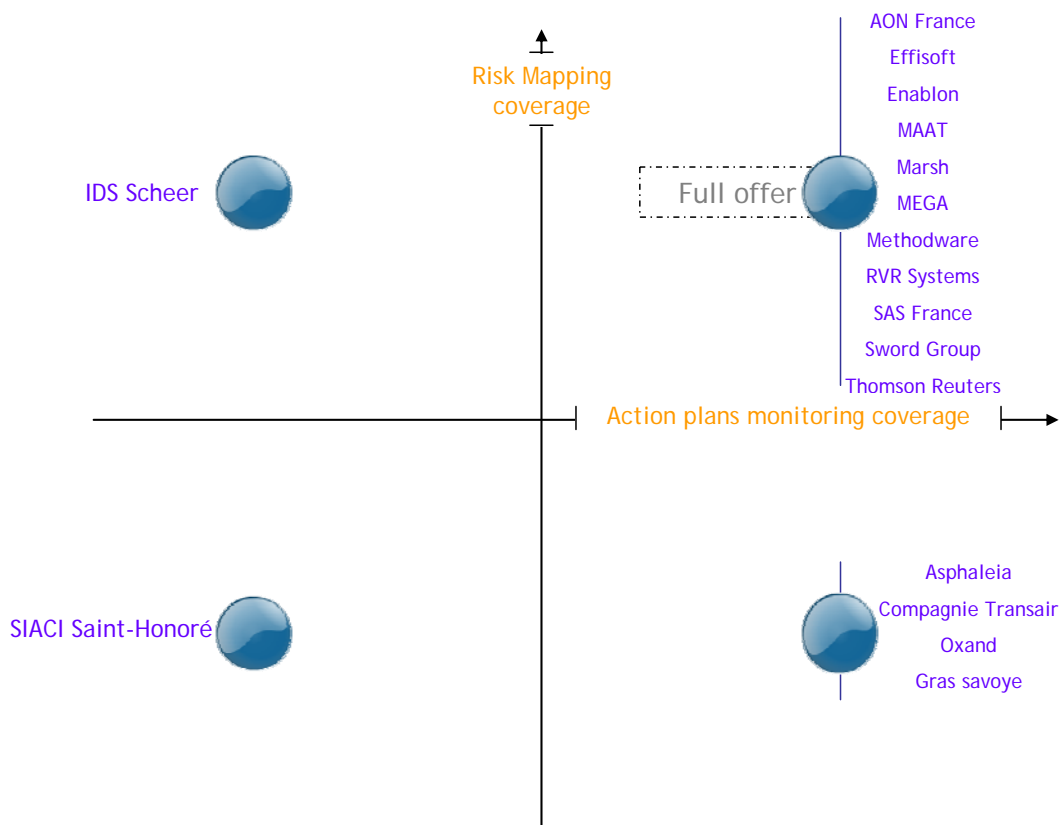


### Action plans follow-up

As part of an Enterprise Risk Management approach currently adopted by most large companies, the two major concerns revolve around risk mapping and the follow-up of plans of action.

These concerns are explained by the legitimate desire to reduce exposure to major risks: by identifying, highlighting and controlling them.

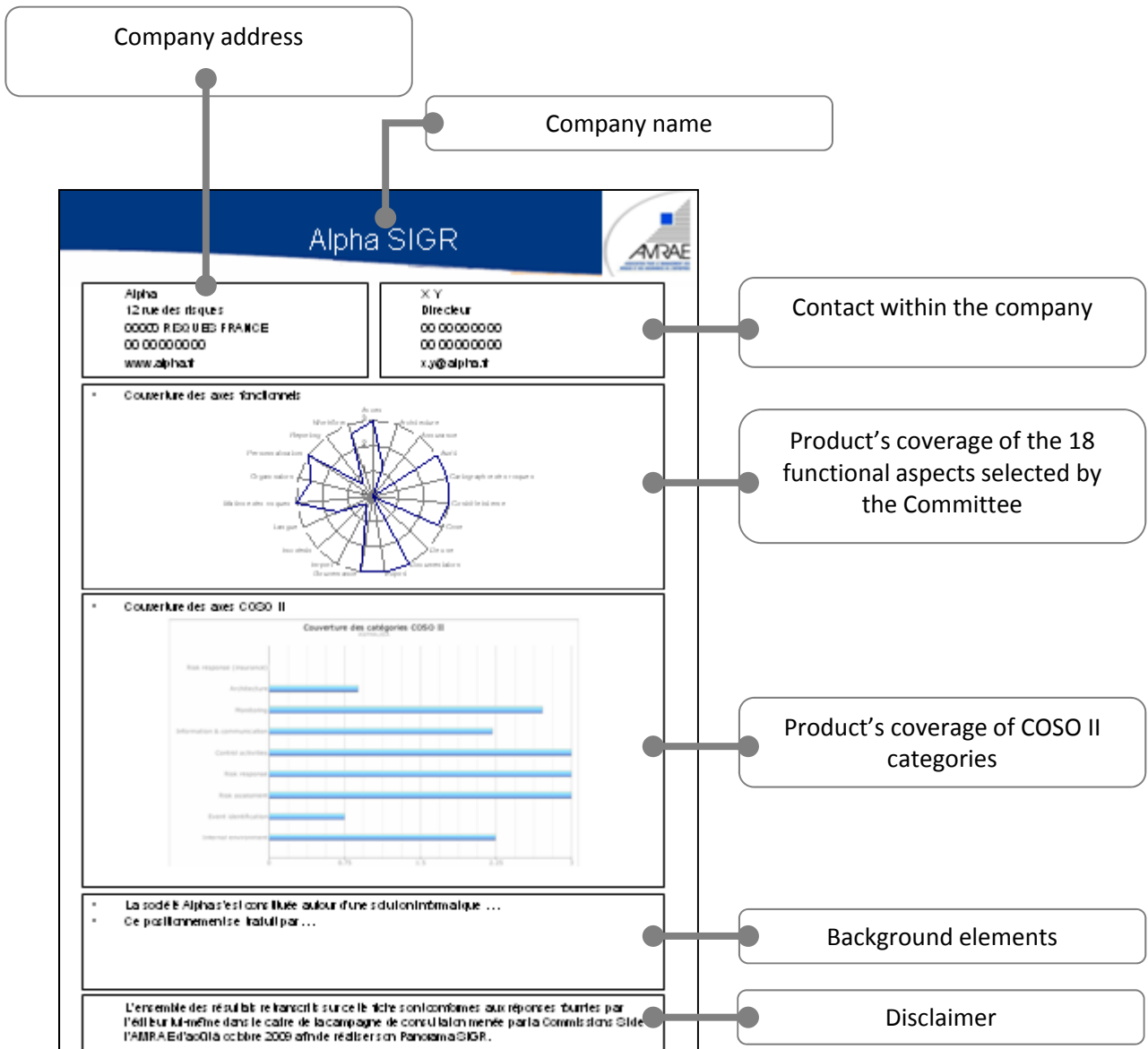
This concern is similar to that regarding action traceability: the company must justify its risk reduction actions to all stakeholders. This desire is reinforced by the transposition of the 8th European Directive into French law (Order of 8 December 2008).



# How to read a data sheet?



Each vendor's responses are summarised in a data sheet structured as follows:



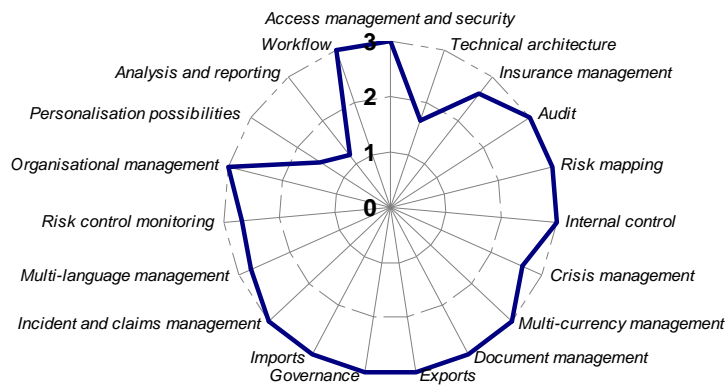
**Aon France**

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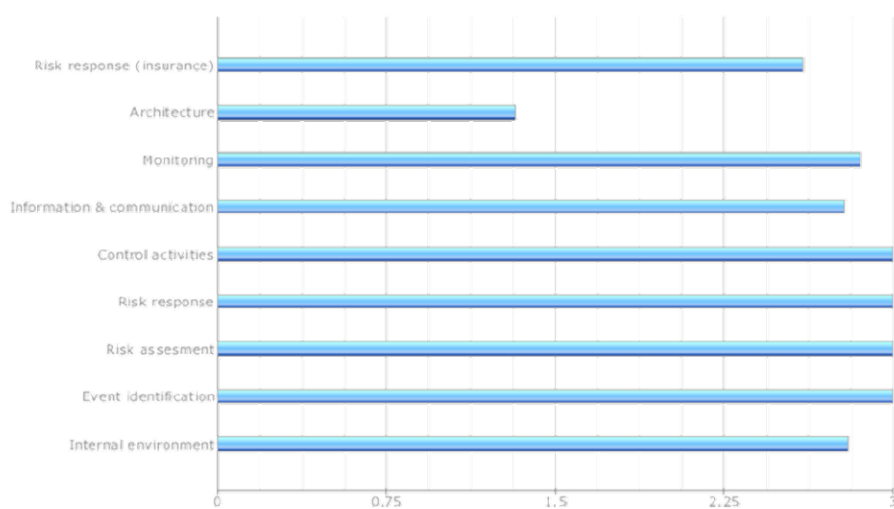
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Functional aspects coverage



COSO II coverage



Aon is a global leader in the brokerage world. RMIS are part of the activity "Risk Services", which includes consulting and brokerage services in casualty. Their tool is strongly influenced by this position, appearing very much focused on insurance issues.

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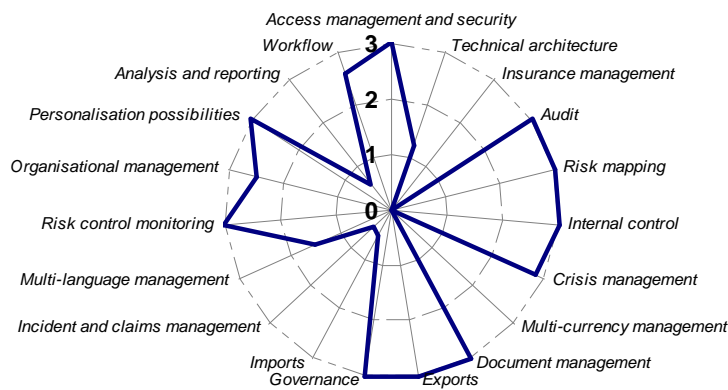
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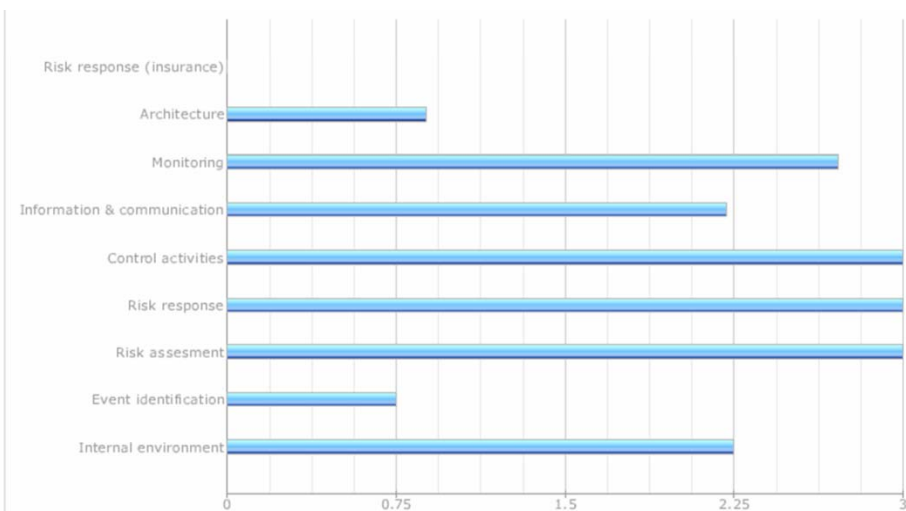
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Functional aspects coverage



COSO II coverage



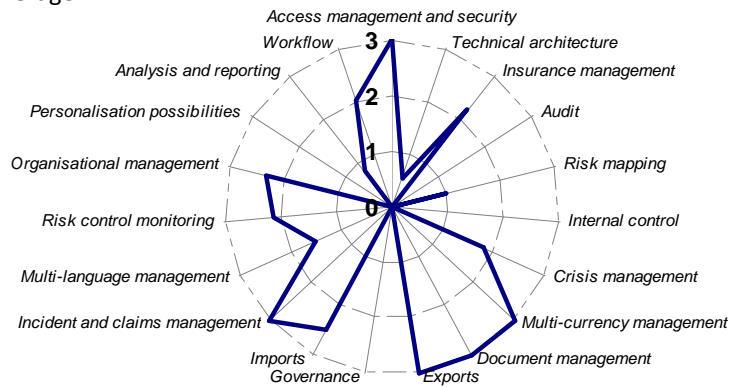
The Asphaleia company was formed around a software solution for risk management, capitalizing on an engineering-type experience (MADS Model - Methodology for Analysis of Fault Systems).

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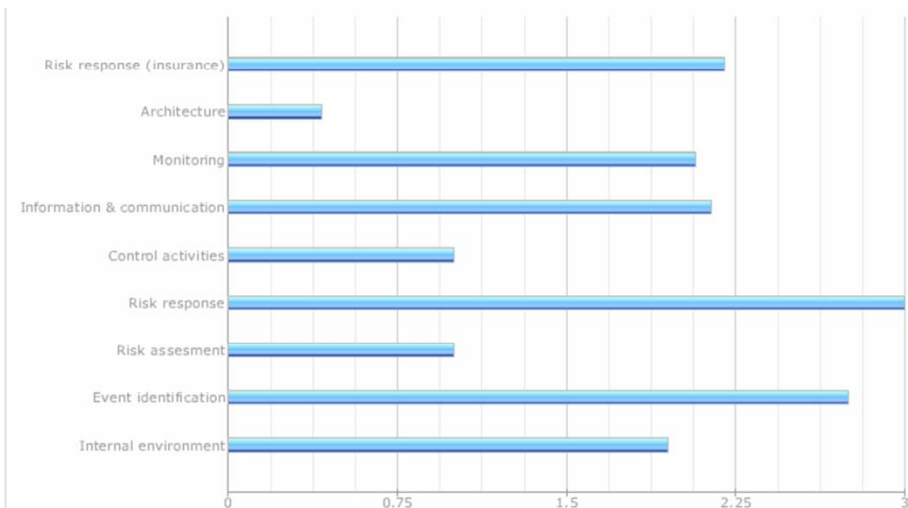
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Functional aspects coverage



COSO II coverage



The software has been specifically designed to address insurance issues, both in terms of loss management or prevention (eg, equipment maintenance, etc..).  
 Hence a strong focus around insurance and claims management issues.

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Effisoft



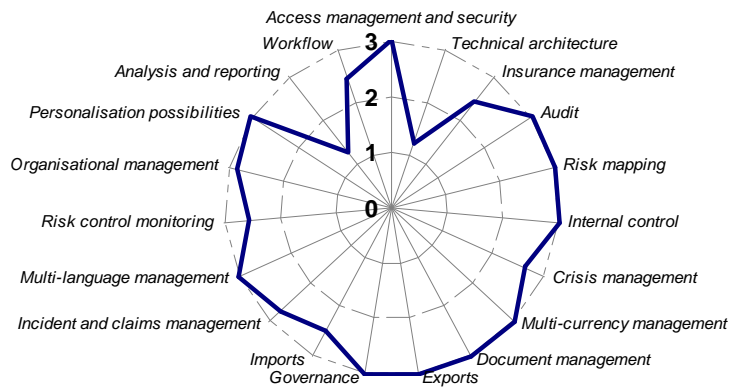
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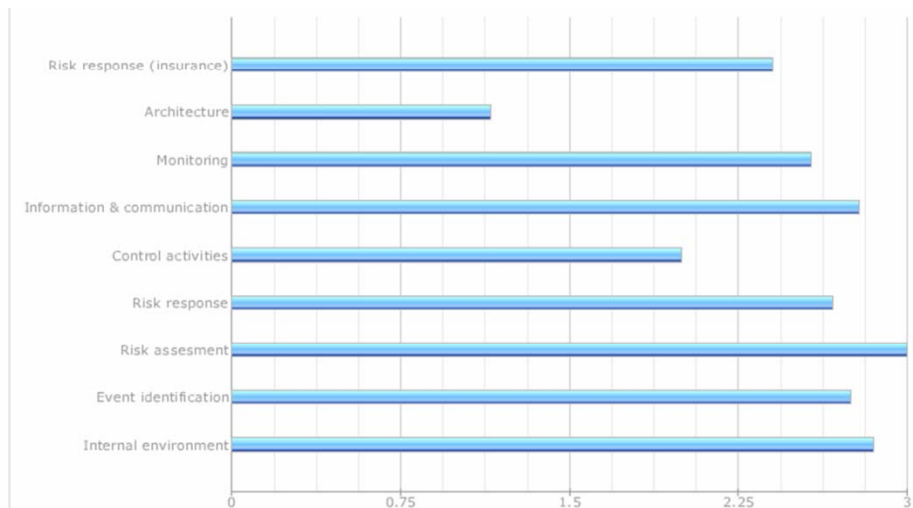
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**Functional aspects coverage**



**COSO II coverage**



Effisoft is publishing software for insurance professionals, risk managers of reinsurers, mutual, pension funds, insurance companies and brokerage firms.

This positioning results in a wide product with extended functionality.

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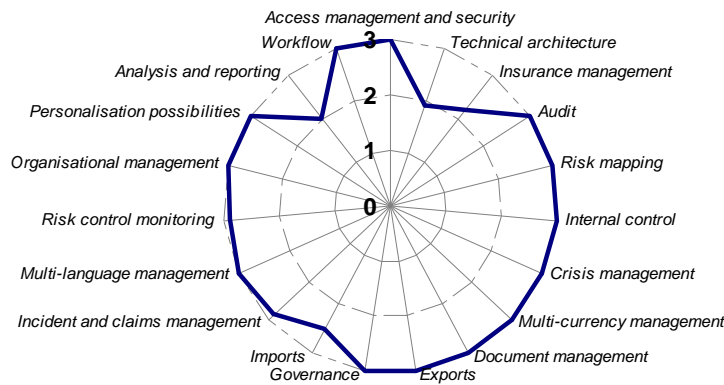
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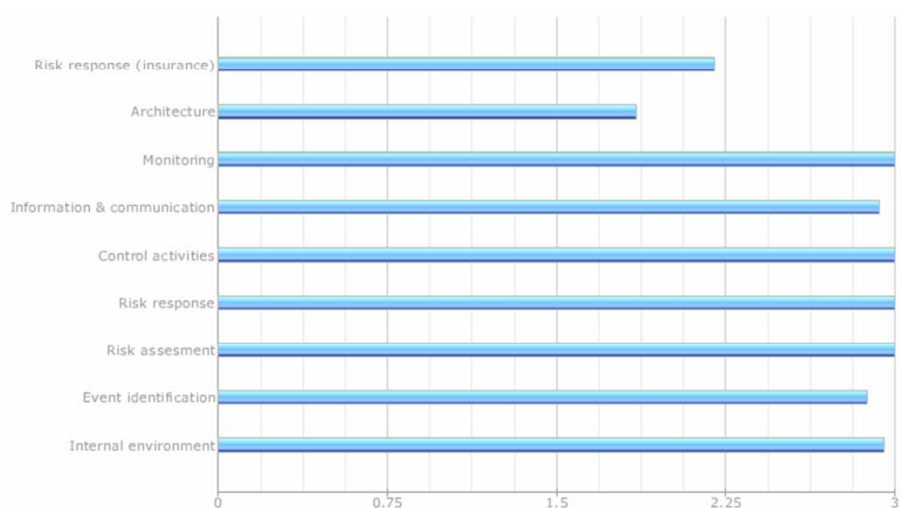
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**Functional aspects coverage**



**COSO II coverage**



Enablon is a publisher of software solutions for environmental risk management, social, financial and legal. This results in a fairly large position in terms of features, including issues like audit and governance. However, the risk analysis is the heart of the tool.

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**GRAS SAVOYE**

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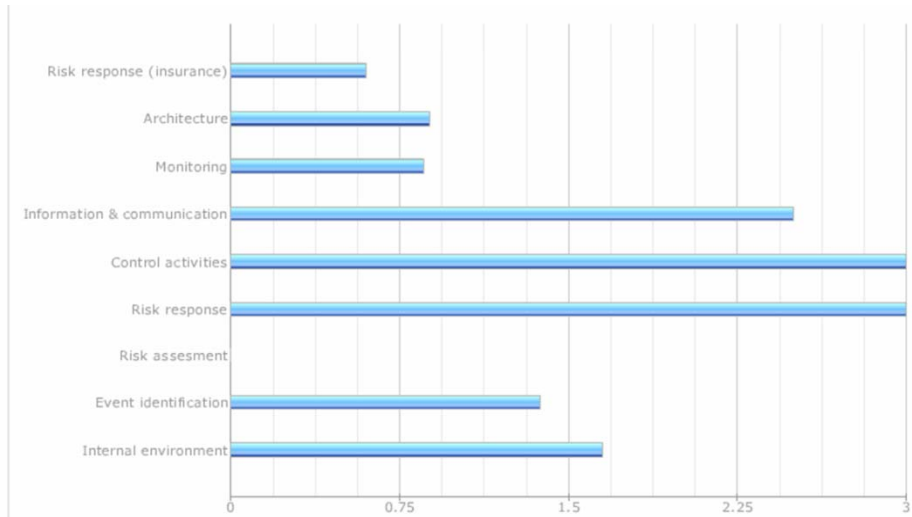
**CRUMLEY Jason**

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Functional aspects coverage



COSO II coverage



Gras Savoye is an insurance brokerage, reinsurance brokerage and risk management group.

The tool offered by Gras Savoye propose strong capabilities in terms of communication and ease of access focused on the monitoring of risk control measures.

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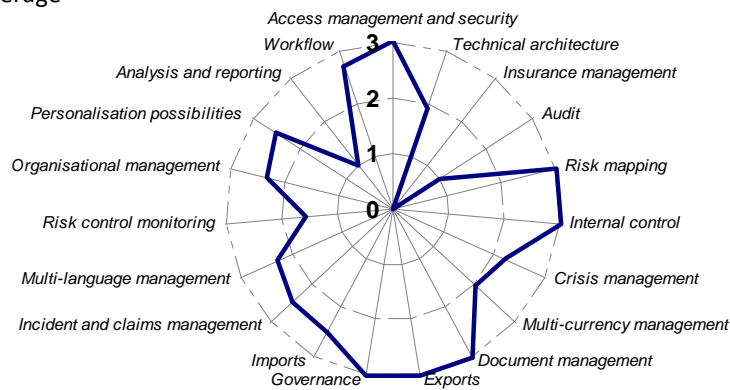
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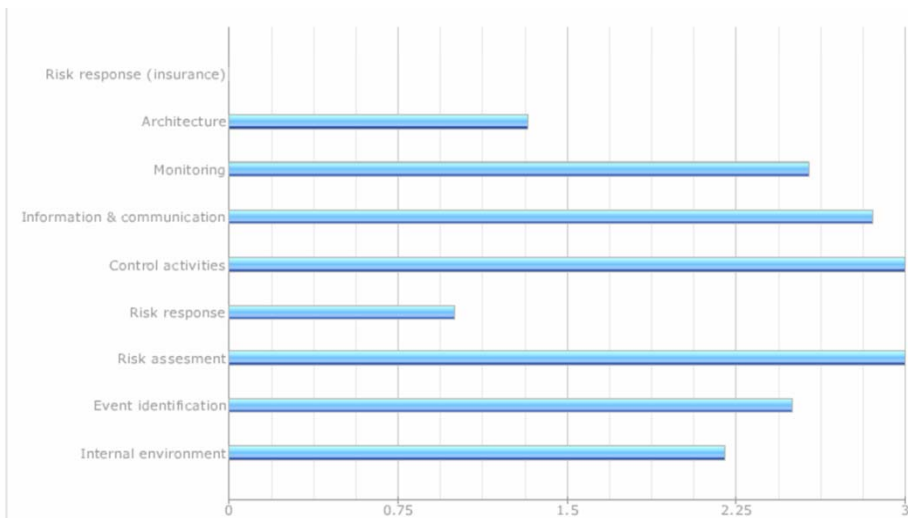
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Functional aspects coverage



COSO II coverage



IDS Scheer is specialized in editing software, solutions and services entirely dedicated to Business Process Management (BPM).

The approach developed by the company is centered around issues of management and steering.

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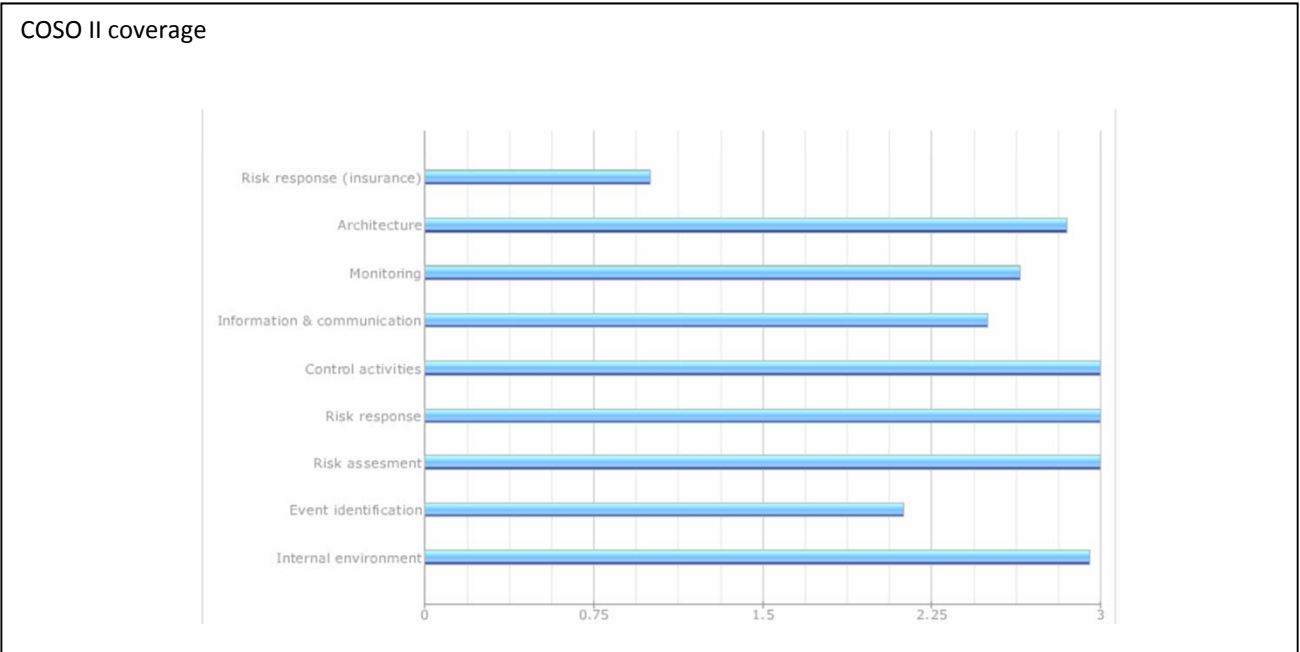
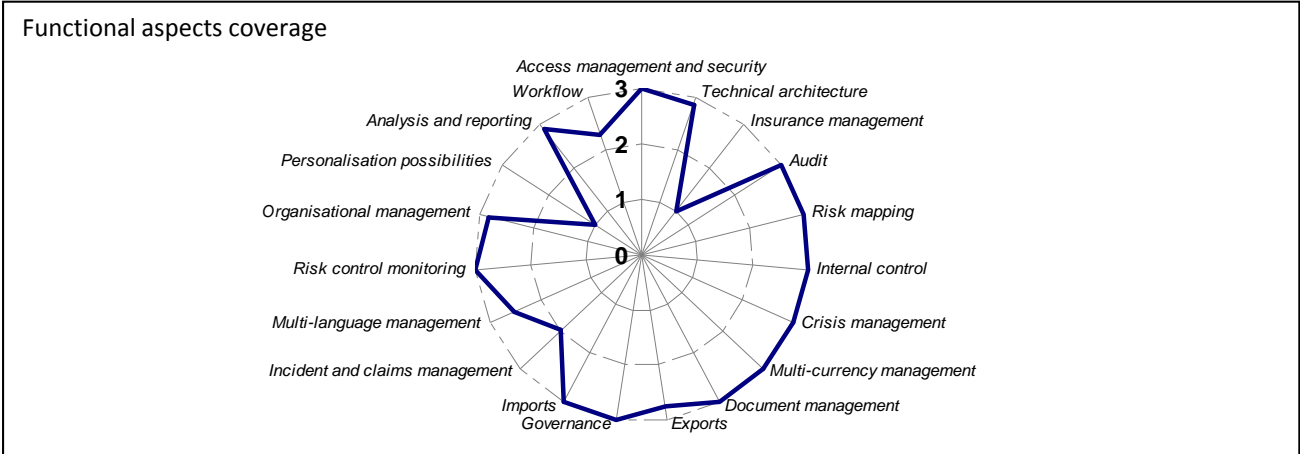
# MAAT

## Management, Audit Assistance Technologies



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Maat is a software company specializing in audit, risk management, control, etc..  
 These are independent modules which allow, in the end, a wide coverage of functions relating to governance and risk management.

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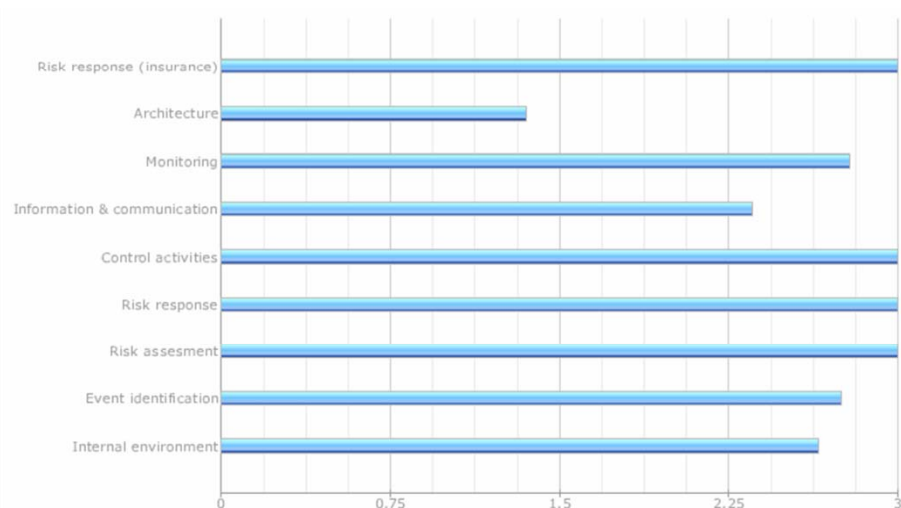
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Functional aspects coverage



COSO II coverage



Marsh is a leading risk consultancy and insurance brokerage company.

In this context, the Marsh software rely on a good knowledge of insurance, claims, identification, valuation and risk treatment issues.

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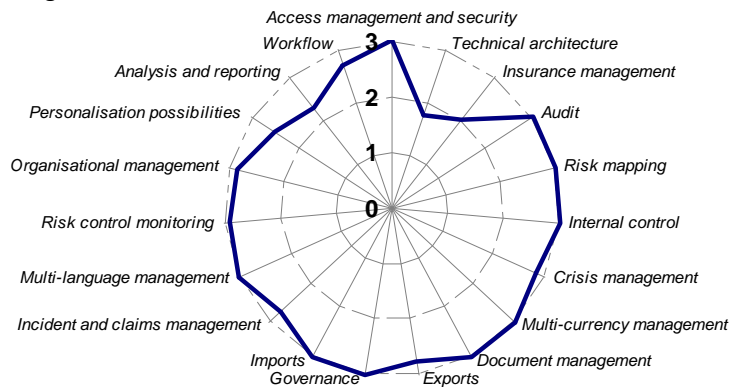
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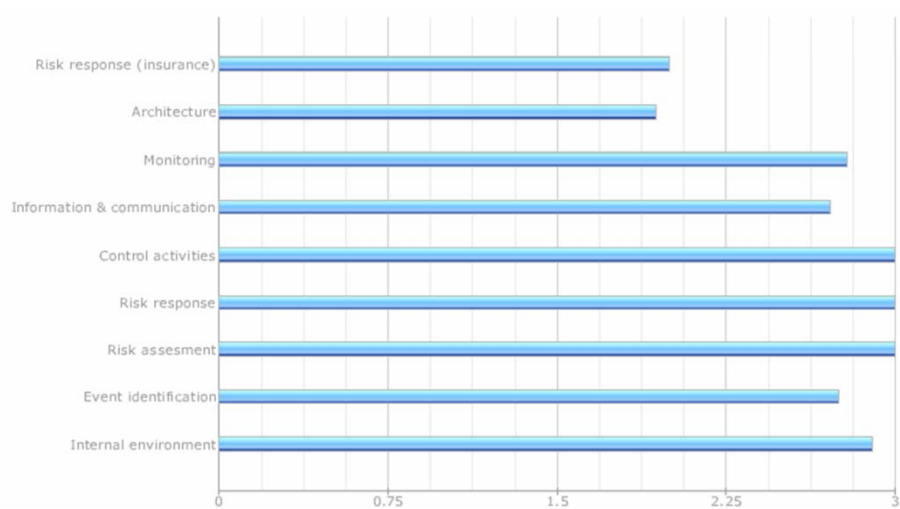
ZIRANO Jim

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Functional aspects coverage



COSO II coverage



Mega is positioned as a software company specializing in GRC (Governance, Risk and Control) and Process Approach.

Accordingly, the positioning of Mega RMIS results in attention to all the governance, management processes such as risk analysis.

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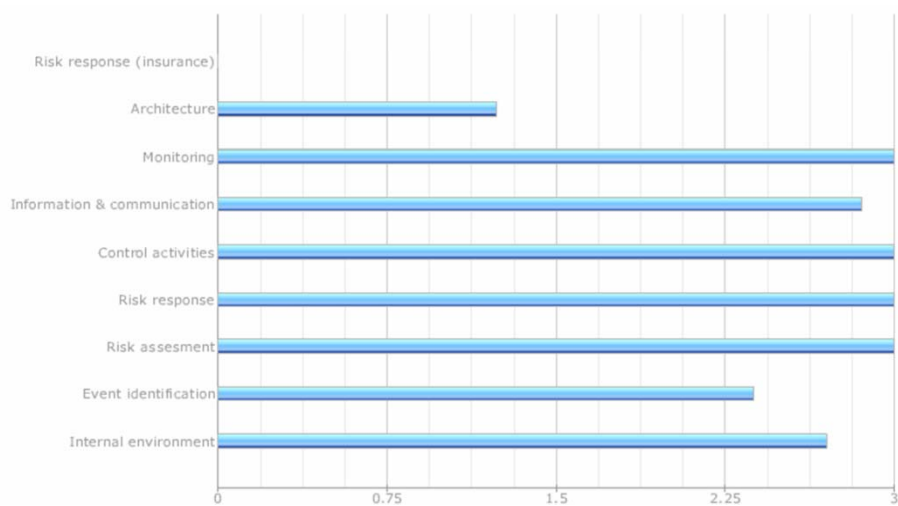
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Functional aspects coverage



COSO II coverage



Methodware is a software company with extensive expertise: Risk Management, Internal Control, Audit, Governance, Sarbanes-Oxley, Basel II, etc..

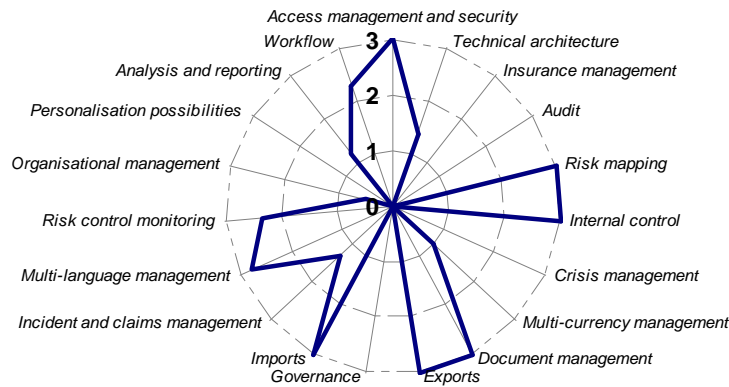
This diversity is reflected by a tool covering a wide scope of functions.

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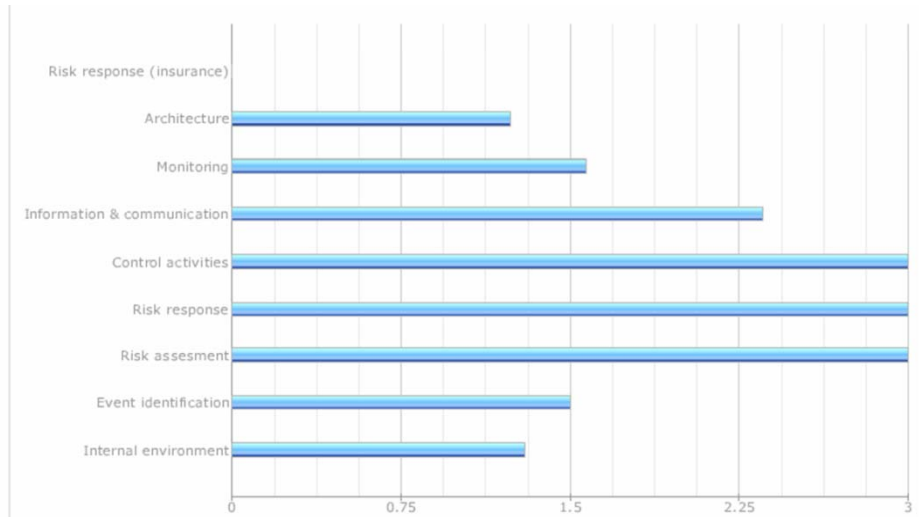
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**Functional aspects coverage**



**COSO II coverage**



Oxand is a company specialized in risk analysis and management, particularly in large projects and programs. This specialization is transcribed in their tool, based on the analysis and management processes to control risks.

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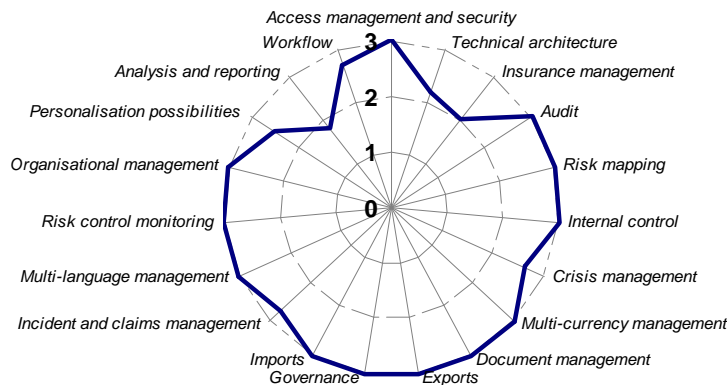
**RVR Systems**

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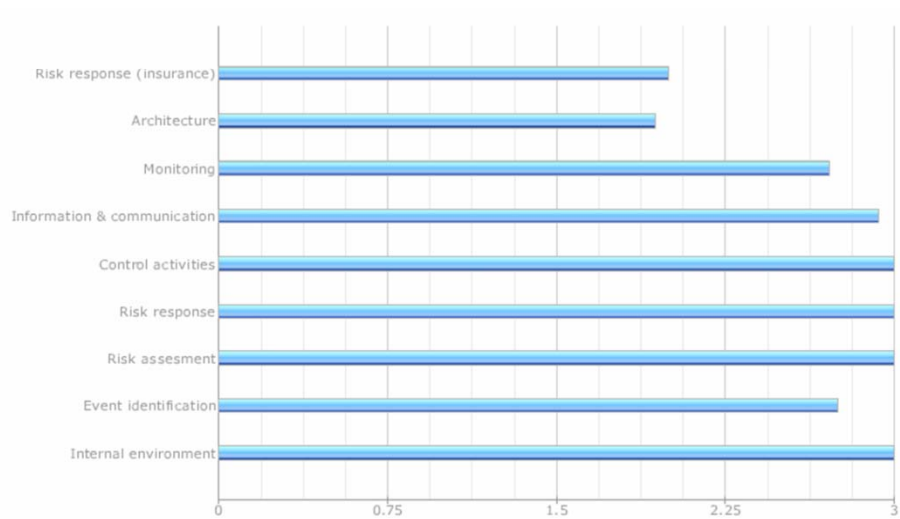
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**Functional aspects coverage**



**COSO II coverage**



RVR Systems is a software company with extensive expertise: Risk Management, Internal Control, Audit, Governance, Operational Performance, etc..

This diversity is reflected by a tool covering a wide scope of functions.

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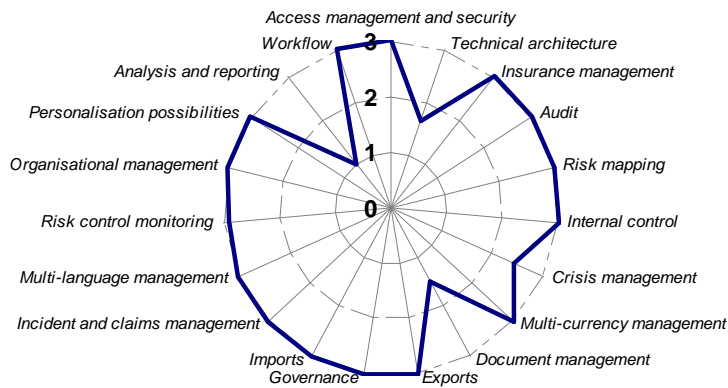
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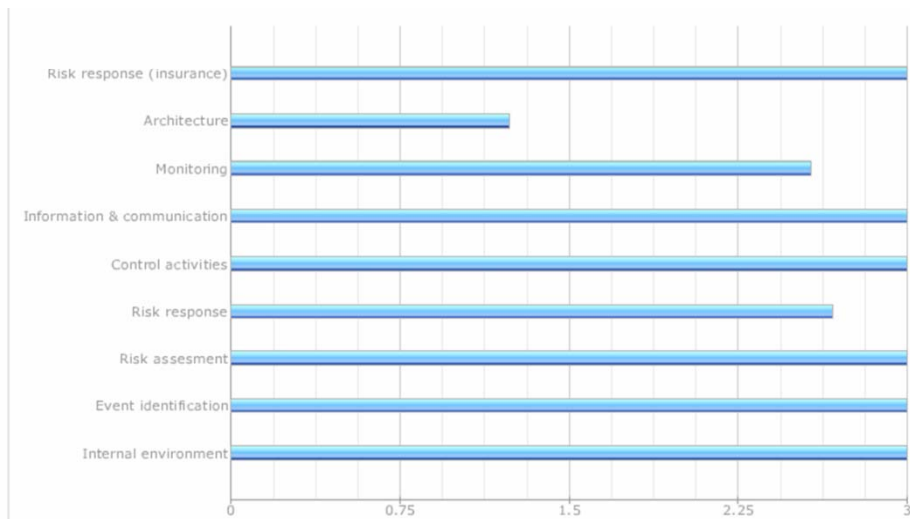
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**Functional aspects coverage**



**COSO II coverage**



SAS is a publisher of relatively general business intelligence solutions.

This positioning allows their tool to cover a wide range of needs in insurance management, claims, as risks.

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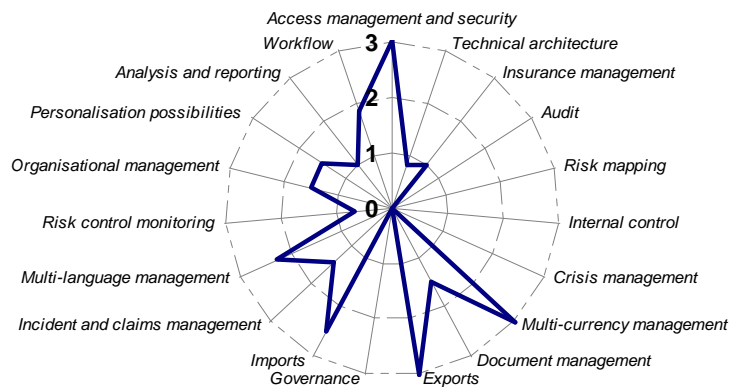
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 www.S2Hgroup.com

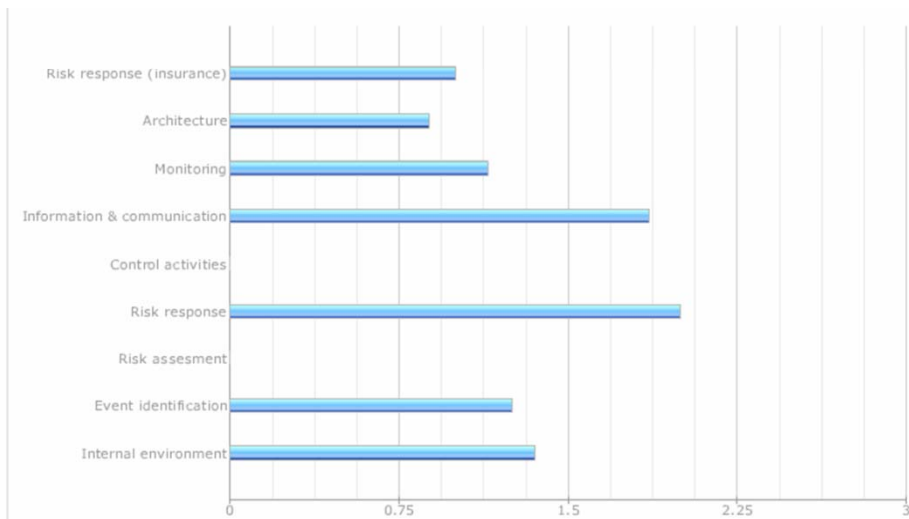
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 stephane.delliere@s2hgroup.com

**Functional aspects coverage**



**COSO II coverage**



The software is used to treat the problems of insurance, both in terms of production, and claims management. Hence a focus around insurance and claims management issues.

All results transcribed on this sheet are conform to the answers provided by the vendor himself through the consultation campaign conducted by the SI committee AMRAE from August to October 2009 to achieve its RMIS Panorama.

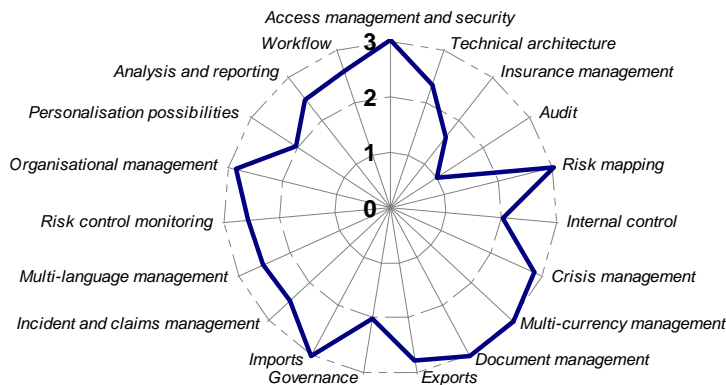
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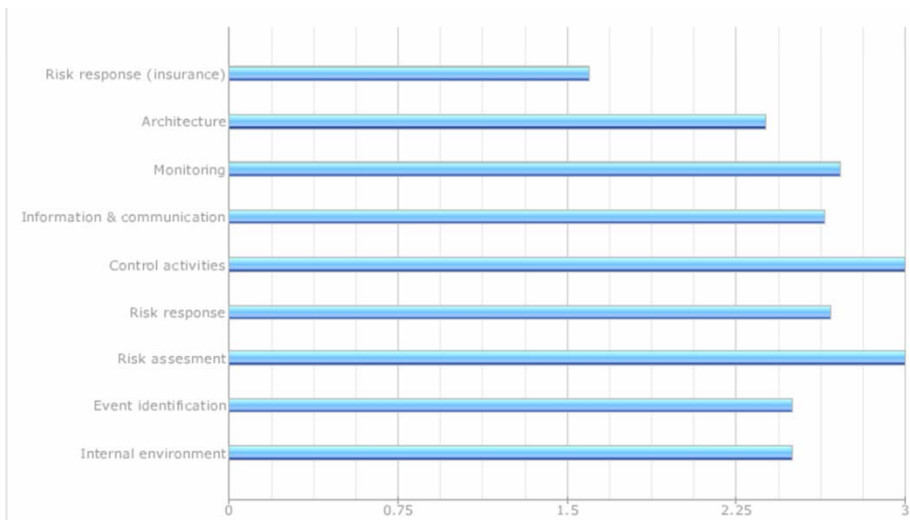
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**Functional aspects coverage**



**COSO II coverage**



The Sword Group offers solutions generalists software.

This positioning enables their tool mainly to handle issues related to risk management, understood as managerial approach.

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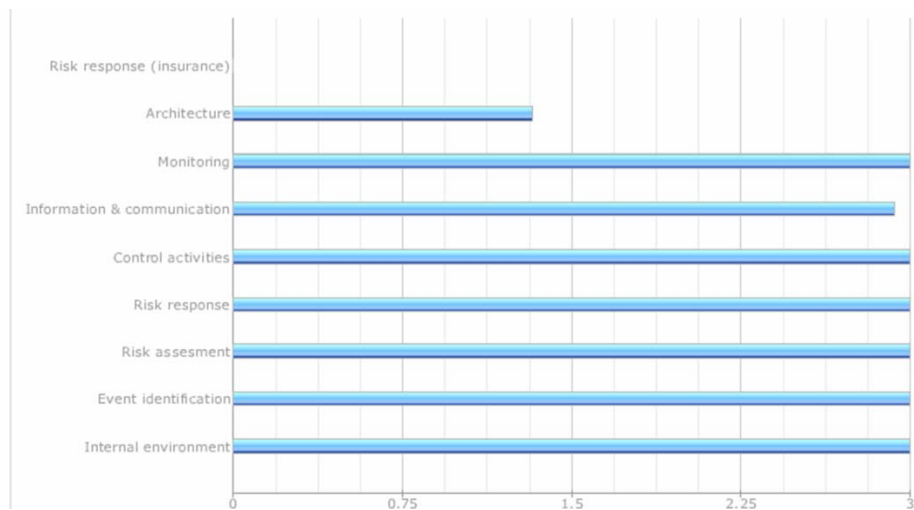
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Functional aspects coverage



COSO II coverage



Thomson Reuters (formerly Paisley Consulting) is a publisher of software solutions specializing in CRM. All functions related to governance, risk management but also auditing or internal control are integrated within their specialized RMIS.

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## Appendix 1: Methodology



Definition of functional aspects (1/2):

Access management and security	<p>Access security policy, user management methods, security clearance management procedures</p> <p>Possibility of delegating administrator rights</p> <p>Security clearance management and data confidentiality</p>
Organisational management	<p>Multi-axis and multi-referential hierarchy management (no. of levels &gt;5)</p> <p>Possibility of managing different types of employees or assets (sites, vehicles, etc.) linked to the hierarchical entities (including processes)</p> <p>Reconciliation of legal and organisational data</p>
Risk mapping	<p>Enable risk quantification and hierarchy</p> <p>Enable the monitoring over time and history of the maps created</p> <p>Enable the identification of the risks, origins, reducing factors, manager identification, etc.</p> <p>Analysis and communication possibility</p>
Risk control monitoring	<p>Description and management of risk visits</p> <p>Objectives determination and monitoring</p> <p>Risk control evaluation</p> <p>Compliance with regulations, external or internal standards</p> <p>Possibility of monitoring prevention reports and associated notes</p>
Insurance management	<p>Calculation of the premiums according to rules and contracts</p> <p>Monitoring of premium payment history</p> <p>Insurance portfolio</p> <p>Budget simulations</p> <p>Tax identification and monitoring</p>
Incident and claims management	<p>Description and monitoring (including financial) of the incidents, centralised or otherwise, non-compliances, legal proceedings, claims, conditional alerts, etc.</p> <p>Financial valuation history with a follow-up of compensation processes for each item category (medical expenses, damages, property damage, consequential loss, etc.)</p>
Internal control	<p>Processing of Internal Control Issues</p>
Audit	<p>Processing of Audit issues</p>
Crisis management	<p>Alert notification management</p> <p>Alert threshold, status and information Workflow management</p> <p>Supply of analytical tools to process the feedback</p> <p>Enable the monitoring of specific frameworks and related procedures</p> <p>Possibility of describing and monitoring plans of action</p>

## Appendix 1: Methodology

Definition of functional aspects (2/2):

Analysis and reporting	<p>Business Intelligence            COGNOS CRYSTAL REPORT DATASTAGE SERVER, Extract Transfer Load            Integrated reporting tool            Management of analytical aspects            Statements available and supported formats</p>
Document management	<p>Ability to attach documents            Ability to manage documents</p>
Personalisation possibilities	<p>Possibility of screen configuration by the client            Possibility of screen configuration by the vendor            Specify what can be done by the client user</p>
Multi-language management	<p>In which languages, other than French, is the application already available?            Is there a complete version of the application in French?            Management of data dictionaries and wording            Possible language management by the client administrator</p>
Multi-currency management	<p>Default currency            Other possible currencies            Multi-currency conversion engine</p>
Imports	<p>Can imports be managed by a client administrator or authorised user?            Possibility of importing external data sources with a structure coherent with that of the application?</p>
Exports	<p>Predefined export formats            Possibility for the users to extract data from the application and retrieve it in xls, dbf or other format (spreadsheet, database) to be used outside the application            Possibility for a user to define the export scope, select the information to be exported, save the scope and exported information</p>
Workflow management	<p>Alert thresholds and Workflow personalisation            Possibility sending e-mails/SMS (mailing list, other)            Predefined Workflow management with task scheduling and monitoring.            Statements</p>
Technical architecture	<p>Business Intelligence            COGNOS CRYSTAL REPORT DATASTAGE SERVER, Extract Transfer Load            Integrated reporting tool            Management of analytical aspects            Statements available and supported formats</p>

## Appendix 2: Assessment of the responses



2008 & 2009 consulted and respondents chart

Company	Status	2009		2008	
		Solicited	Answered	Solicited	Answered
80-20 Software		YES	NO	YES	NO
Adexys	Outgoing	YES	NO	YES	YES
Agena		NO	NO	YES	NO
Amelia		YES	NO	YES	NO
Aon eSOLUTIONS - RISKLABS	-	YES	YES	YES	YES
ARCHER TECHNOLOGIES		YES	NO	NO	
Asphaleia	-	YES	YES	YES	YES
Axentis		YES	NO	YES	NO
BAYESIA		YES	NO	NO	
BI International		YES	NO	YES	NO
Bwise		YES	NO	YES	NO
Cartesis - Business Objects		YES	NO	YES	NO
Certus		YES	NO	YES	NO
CODA		YES	NO	YES	NO
Cogis		YES	NO	YES	NO
CONTROL METRICS		YES	NO	YES	NO
Crystall Ball		YES	NO	NO	
CSC		YES	NO	YES	
Cura Software Solutions		YES	NO	YES	YES
DIOT		YES	NO	YES	NO
EADS Apsys		YES	NO	YES	YES
eBRP Solutions		YES	NO	YES	YES
Effisoft	-	YES	YES	YES	YES
eFront	Outgoing	YES	NO	YES	YES
EI MICHEL BOUTON	-	YES	YES	YES	YES
Enablon	-	YES	YES	YES	YES
Equity	Outgoing	YES	NO	YES	YES
Figtree Systems		YES	NO	YES	NO
GRAS SAVOYE	-	YES	YES	YES	YES
Hyperion		YES	NO	YES	NO
IAMS Conseil	Outgoing	YES	NO	YES	YES
IDS Scheer	-	YES	YES	YES	YES
i-Flex		YES	NO	YES	NO
INFOR		YES	NO	YES	YES
InformationBuilders		YES	NO	YES	NO
IVALUA		YES	NO	YES	NO
Keyword		YES	NO	YES	NO

2008 & 2009 consulted and respondents chart

Company	Status	2009		2008	
		Solicited	Answered	Solicited	Answered
Kilclare software		YES	NO	YES	NO
Legisway		YES	NO	YES	NO
List France		YES	NO	YES	NO
M.S.D.P consulting		YES	NO	NO	
Mageri	Outgoing	YES	NO	YES	YES
Management, Audit Assistance Technologies SARL	Incoming	YES	YES	NO	
Marsh - CS stars	Outgoing	YES	NO	YES	YES
Marsh France	-	YES	YES	YES	YES
Mega International	-	YES	YES	YES	YES
MethodWare	Incoming	YES	YES	NO	
METRICSTREAM		YES	NO	NO	
Movaris		YES	NO	YES	NO
Noweco		YES	NO	YES	
OpenPages Ltd		YES	NO	YES	NO
ORACLE		YES	NO	NO	
OXAND SA	-	YES	YES	YES	YES
Oxial		YES	NO	YES	NO
PALISADE		YES	NO	NO	
PENTANA		YES	NO	NO	
PRODENTIA		YES	NO	NO	
PROTIVITI		YES	NO	NO	
Qumas		YES	NO	YES	NO
Risk Governance		YES	NO	YES	NO
RiskClick		YES	NO	YES	NO
RuleBurst		YES	NO	YES	NO
RVR Systems	-	YES	YES	YES	YES
SAP		YES	NO	YES	NO
SAS	-	YES	YES	YES	YES
SIACI SAINT HONORE	-	YES	YES	YES	YES
Softrisk		YES	NO	YES	NO
Strategic Thought		YES	NO	YES	NO
Sword Group	-	YES	YES	YES	NO
TCI - Thémis Conception Informatique SAS		YES	NO	NO	
Telelogic	Outgoing	YES	NO	YES	YES
Thomson reuters	Incoming	YES	YES	YES	NO
VV Trading		YES	NO	YES	NO

The full list of questions, the 2008 & 2009 answers and the analysis are available in the member section of the amrae.fr website



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**If you have any questions about AMRAE  
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