



“With ServiceNow®, we keep our finger on the pulse of risk and compliance. We now have a comprehensive view across our entire organization.”

– Director of Internal Audit

Large Restaurant Chain Automates End-to-End Auditing Processes

Company

Large Restaurant Chain

Solutions

- Governance, Risk and Compliance
- IT Service Management
- Self-Service Portal

Challenge

- Manual auditing process using emails and spreadsheets were unwieldy and time consuming

Results

- Automated Governance, Risk and Compliance
- Internal audit team now spends 70% less time managing audits
- ServiceNow sends requests to process owners and handles reminders and escalations
- Self-service portal provides easy access for support needs ranging from IT help through to cash operations and ordering custom beers

ServiceNow Governance, Risk and Compliance Drives Down Auditing Effort and Enhances Visibility

This ServiceNow customer is one of North America’s best-known casual dining restaurant chains. Founded over 40 years ago, it has grown to more than 500 locations across the United States and Canada. The company is renowned for its gourmet food and family-friendly atmosphere – a key reason why customers spend over \$1 billion at the chain’s restaurants each year.

As a well-run company, the organization places great importance on Governance, Risk and Compliance (GRC). It is serious about meeting its obligations to shareholders and customers, and as a result has implemented robust auditing processes that promote transparency, accuracy and accountability. Compliance with requirements such as Sarbanes-Oxley (SOX) and the Payment Card Industry Data Security Standard (PCI DSS) is high on their agenda – making GRC a core discipline.

The Challenge

However, the company still managed its auditing processes manually. A deluge of spreadsheets and emails made auditing unwieldy and resulted in enormous amounts of effort. The chain’s internal audit team spent their time micromanaging the mechanics, rather than focusing on strategic activities such as assessing and strengthening controls. The company was also worried about the impact on process owners. According to the chain’s Director of Internal Audit, “From an auditing perspective, you don’t want to be intrusive. But you also want to be able to ask what’s going on in the organization. When you’re busy shuffling papers, you can’t do that.”

Flexible, Easy to Use and Cost-Effective

To address these issues, the restaurant chain decided that they needed an automated GRC system. The company evaluated a number of vendors, but rejected them because of unnecessary complexity and high costs. Instead, they chose ServiceNow Governance, Risk and Compliance. They already used ServiceNow for IT Service Management, but the reasons ran deeper than that. “We saw right away that ServiceNow gave us everything we needed – and it was flexible and simple to use. And, because ServiceNow’s GRC application runs on our existing ServiceNow platform, we could roll it out quickly and economically,” said the chain’s Director of Internal Audit.

More Efficient and Manageable Auditing

Since the restaurant chain started using ServiceNow for GRC, they have dramatically streamlined their auditing processes. For example, their internal audit team now spends 70% less time managing audits. Rather than the team sending out email requests and chasing down responses, ServiceNow automatically sends requests to process owners, who then upload results directly into ServiceNow. If a response doesn’t show up on time, ServiceNow takes care of reminders and escalations. Process owners also benefit, since ServiceNow spreads audit activities evenly over time – breaking down work into small manageable packets, rather than large disruptive blocks.

Eliminating Data and Process Silos

The Director of Internal Audit highlights the way ServiceNow connects GRC data and processes top to bottom. ServiceNow stores all of the organization’s authoritative

sources – external standards, frameworks and regulations – and links them with their associated controls. Controls can also be associated with multiple authoritative sources – for example, several sources may require the company to audit payroll system access. “We can instantly pull up an authoritative source and see the current status of all of its controls – giving our executives and auditors full visibility. We also eliminate redundant controls – we test a control once, and ServiceNow updates compliance with all of the corresponding authoritative sources.”

Beyond Governance, Risk and Compliance

The restaurant chain has also extended ServiceNow beyond GRC and IT Service Management. For example, they have built a self-service portal for all of their restaurants. This portal is a one-stop shop for each restaurant’s support needs – ranging from IT support through to cash operations and ordering custom beers. Restaurants no longer need to navigate the company’s corporate structure – the portal automatically routes requests to the right person, saving huge amounts of time. The company also plans to use ServiceNow for HR case management, contract management and other applications. The Director of Internal Audit is enthusiastic about the future of ServiceNow within the organization, saying that, “ServiceNow makes it easy to execute on your vision. With as little as a few days of development and testing, you have what you need.”

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