The SEC's Solution Innovation Partner (SIP) program is dedicated to helping security practitioners navigate the complex landscape of risk mitigation solutions. In a market overflowing with options, SIP case studies serve as beacons of trustworthiness, validating performance claims and setting apart security solution providers that deliver tangible business benefits.

In this case study, Acuity Risk Management's STREAM solution tackled a series of formidable security challenges, as verified by the Security Executive Council and a satisfied client in the Broadcasting industry.

Risk Issues and Mitigation Opportunities:

1. **Reactive Incident Reporting:** The existing incident reporting system was constrained, leading to delayed responses, and missed critical details. *Mitigation Opportunity:* Implement a proactive incident reporting solution to capture comprehensive information promptly including bespoke webforms to capture the data required.
2. **Inadequate Risk Register:** The corporate security risk register resided in an Excel spreadsheet, devoid of measurable metrics, hindering effective risk assessment and mitigation. *Mitigation Opportunity:* Migrate security risks to STREAM, introducing quantifiable metrics and incidents linked to specific threats that when entered via webform change the risk exposure metric helping improve risk management practices.
3. **Unwieldy Vulnerability Tool:** The organization struggled with an overly generic vulnerability self-assessment tool (VSAT) that lacked adaptability to specific assets. *Mitigation Opportunity:* Enhance the VSAT within STREAM, tailoring it to assess individual assets based on vulnerability question sets based on the tier of the site, location etc rather than a generic set of questions that were too large made the use of time more effective.
4. **Manual Data Release:** Data release applications, such as CCTV footage and automatic access controls System (AACS) data, were submitted through Word documents and email, leading to inefficiencies and data security concerns. *Mitigation Opportunity:* Develop webforms within STREAM for streamlined data applications, enhancing data security and efficiency.
5. **Lack of Formal Procedure:** The absence of a formal procedure for handling individuals at risk, particularly staff facing credible threats, posed a significant security gap. *Mitigation Opportunity:* Establish clear protocols within STREAM for managing individuals at risk and responding to threats effectively.'
6. **Limited Incident Reporting Protocol:** There was no established protocol for reporting security incidents beyond the security team, resulting in fragmented incident management. *Mitigation Opportunity:* Create a comprehensive incident reporting system within STREAM, ensuring all incidents are properly documented and managed.
7. **Disconnected Event Assessments:** Event threat assessments were not integrated with the organization's broader event risk assessments, leading to inconsistent risk management. *Mitigation Opportunity:* Incorporate event threat assessments into STREAM, providing a unified view of risks associated with events.
8. **Manual Processes:** The entire security process relied heavily on manual efforts, increasing the organization's risk profile and hampering efficiency. *Mitigation Opportunity:* Automate security processes and workflows within STREAM, reducing manual workload and improving efficiency.

Solution Requirements:

To address these challenges effectively, the organization sought a solution that could:
- Enable streamlined incident reporting with comprehensive data capture.
- Provide measurable metrics for assessing and managing security risks.
- Enhance vulnerability assessments tailored to specific assets.
- Facilitate event threat assessments and data applications through user-friendly webforms.
- Establish clear protocols for handling individuals at risk and reporting security incidents.
- Integrate event threat assessments with broader event risk assessments.
- Automate security processes and workflows to improve efficiency.
- Offer real-time monitoring and reporting capabilities for critical infrastructure protection.
- Quantify the impact of risk mitigation options on risk levels dynamically.

Delivered:

In response to these requirements, STREAM provided the following solutions:
1. **Streamlined Incident Reporting:** STREAM implemented user-friendly webforms accessible through the company Intranet, ensuring timely and detailed incident reporting.
2. **Measurable Risk Metrics:** Corporate security risks were transitioned to being documented on STREAM, complete with quantifiable metrics, enabling more precise risk assessment and mitigation.
3. **Enhanced Vulnerability Assessments:** STREAM improved vulnerability assessments, tailoring them to specific assessed assets for more accurate risk evaluations.
4. **Efficient Event Management:** STREAM introduced webforms for event threat assessments, data applications, and incident reporting, all hosted on a single platform, simplifying event management.
5. **Clear Protocols:** STREAM established clear protocols for handling individuals at risk and reporting security incidents, ensuring a coordinated response.
6. **Unified Event Assessments:** Event threat assessments were integrated into STREAM, providing a holistic view of event-related risks, and quantifying the risk level impact of various risk reduction options.
7. **Automated Workflows:** STREAM automated security processes and workflows, reducing manual efforts and improving operational efficiency.
8. **Real-time Monitoring:** STREAM enabled real-time monitoring of critical infrastructure protection, ensuring proactive risk management.

Outcome and Benefits of Service Including ROI:

Some of the benefits yielded by the implementation of STREAM yielded include:

- **Efficient Incident Response:** Incident reporting became proactive and detailed, allowing for swift responses and improved security operations. Client confidence grew due to improved reporting and response from 5 out of 10 to 8 out of 10. Webforms were created for the input of security incidents that

were being missed through lack of capacity. More accurate measurement of TRUE risk exposure through more data. Bespoke design of Webforms allowed the Corporation to build forms with specific incident questioning – Who, where, how, descriptions, times between, other witnesses etc (more in tune with the requirements of law enforcement statements)

- **Measurable Risk Management:** STREAM introduced measurable metrics, providing a more accurate understanding of security risks. The Corporation saw the following reductions: Risk reduction in percentage metric. Control measure effectiveness in percentage metric. Overall Corporation risk exposure metric for Corporate Security. Ability to 'drill down' into specific sites, events, or persons at risk and provide metric data. This saved the company thousands of pounds.

- **Streamlined Event Planning:** Event planning and security support requests were simplified, enhancing event security capabilities. No process existed for the risk management of large-scale events, which in the event of a catastrophic would cost the Corporation potentially millions in litigation or fines for breaches of Health and Safety duty.

- **Centralized Data:** STREAM centralized risk and control data, eliminating the need for multiple Excel spreadsheets and documents.

- **Brand Reputation:** The system improved brand reputation defensibility through enhanced audit integrity and breach risk mitigation. STREAM enabled the Corporation to track and monitor risk and control measure decisions that could be reported at any time for a 'Live' assessment of security risk exposure. The ability to link Webforms containing security incident data allowed for the automatic increase or decrease of specific threats, for example, a spate of reported thefts at a corporation location would be reported via Webform and submitted. The data within would automatically adjust the risk metric and create a workflow for escalation, if above the organisational threshold. This allowed the corporation to keep a full audit of near misses and enabled them to look at ways to make control improvements.

- **Improved Security Evaluations:** STREAM improved security threat evaluations, ensuring a comprehensive view of security risks. STREAM enabled assets to be 'tiered' in risk hierarchy so that high threat locations or events would receive the appropriate number of resources based on threat and risk. Vulnerability assessments individually linked to specific threats allowed for a more accurate assessment of risk per threat.

- **Time and Cost Savings:** The organization experienced significant time and cost savings through automated workflows and efficient processes. Acuity Created Power BI Risk reports which saved Corp Sec Risk Lead approximately 12 hrs per month to generate a report for escalation to the Audit and Risk Committee. The Corporation gained the advantage of using STREAM to be more 'risk focused' when deciding on new security programs using the data in the platform to assign finances. The ability to record decisions and risk responsibility provided a better synergy between the Corporate Security and the Estates Department where remedial work took too long and certain risk metric passed organisational thresholds. The implementation of named and recorded risk responsibility removed the block. The Corporation had four Corporate Security Managers were using the old system at approximately 5 hours per week per manager.

The combined number of hours for the team resulted in 20 hours. The implementation of STREAM and the creation of Webforms cut that time down to just under 4 hours. Webforms used to collate data from 3rd party national security providers was taking the Lead Security Risk Manager using the old system 16 hours per week. STREAM cut down the time by 50% @8rs per week. On the old system, it was calculated as 234 days total for all team members. STREAM reduced this by a total of 78 days for the whole team members. A reduction of 66.67% in effort.

"STREAM allows us to have a proactive, targeted approach to our risk mitigation efforts and enables us to better communicate the value of our Security Program to Management" – End User

SIP Case Study Authentication Process
This process was overseen by a Council Faculty member with 20+ years of experience in developing and leading people and asset protection programs as trusted security advisor for global, multinational organizations. Client end-user authenticated in October 2023**.**

Note: *The Security Executive Council's Solution Innovation case study represents a snapshot in time to demonstrate a solution to a specific organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.*

See a short video about STREAM here - https://vimeo.com/436836186

A General Comparison of Competition

	Company A	Company B	Acuity Risk Management CT STREAM
Assessment Report - Customizable (PDF)	YES	NO	YES
Organization Location Hierarchy	YES	NO	YES
Export to Excel	YES	NO	YES
Assessment Dashboard	YES	NO	YES
Deficiency Tracking & Project Management	YES	NO	YES
Custom Scenarios	YES	NO	YES
Custom Assessment Templates	YES	NO	YES
Permission Levels	YES	NO	YES
Inherent Risk	YES	NO	YES
User Bios	YES	NO	YES

Task Management	YES	YES	YES
File Repository and Review	YES	NO	YES
Reopen Assessments	YES	NO	YES
Risk Dashboard	YES	YES	YES
Location Tags	YES	NO	YES
White Labelling	YES	NO	YES
Answer History	YES	NO	YES
Item History	YES	NO	YES
Filter Builder	YES	NO	YES
Location Properties	YES	NO	YES
Pictures of Deficiencies	YES	NO	YES
Permissions Audit	YES	NO	YES
Options for Consideration	YES	NO	YES
Inventory Assessments	YES	NO	YES
Costs	YES	NO	YES
Assignments of Tasks	YES	NO	YES
Task Status	YES	NO	YES
Risk Thresholds (Custom)	YES	NO	YES
Assessment Due Dates and Notifications	YES	NO	YES
Task Due Dates and Notifications	YES	NO	YES
Priorities	YES	NO	YES
Criticality	YES	NO	YES
Acceptance of Risk	YES	NO	YES
Partial Compliance	YES	NO	YES
Version History	YES	NO	YES
Custom Item Category Icons	YES		YES
Incremental Assessments	YES	NO	YES
Remediation and Reassessment	YES	NO	YES
Ability to attach files -add Images, documents, plans etc.	NO	NO	YES
No code drag and drop Workflows	NO	NO	YES
Open API / Code Free Integrations to other systems*	NO	YES	YES
Power BI / Other reporting analytical tools*	NO	NO	YES
Real-time Customizable reports on your dashboard.	NO	NO	YES
Linked to threat & risk metrics	NO	NO	YES
Automatic creation of threats and associated mitigating measures	NO	NO	YES

Allows you to run multiple Assessments for 12 months	NO	NO	YES
Customizable Webforms /Questionnaire *		Prebuilt forms	YES
*STREAM full version includes the following features Vendor/Third party, Business Continuity, Policy, Cyber and IT risk management, Control Assurance and compliance, Enterprise, Audit, Operational Risk, and Data Privacy. **Chat GPT integrations ***	NO	NO	YES

See other case studies and learn more about the SIP Program here:
https://www.SecurityExecutiveCouncil.com/about/solution_innovations.html