

# Edition Comparison: Third-Party Risk Management

ProcessUnity offers third-party risk pricing plans to accommodate organizations of all sizes and program maturity levels. Each plan offers a combination of system users, vendors under management and base functionality – all which can be modified to fit an organization’s specific vendor risk management requirements.

ProcessUnity works with organizations of all sizes and maturity levels. If your team has requirements beyond the scope of our Silver, Gold or Platinum offerings, our team will work with you to build a custom solution package.

<p><b>Silver</b></p> <p><b>\$35,000</b> per year (billed annually)</p> <p>Best practices, fixed-configuration starter program for budget-conscious or small teams</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Users <b>5</b></p> </div> <div style="text-align: center;"> <p>Vendors <b>100</b></p> </div> </div> <p>Fixed Configuration Vendors &amp; Vendor Services Vendor Request Forms Inherent Risk Calculation Due Diligence Scoping SIG™ Assessments<sup>1</sup> Automated (Bulk) Assessments Vendor Portal Delegation Vendor Scoring Preferred Responses Vendor Collaboration Document Repository Vendor Issues Agreements Vendor Service Reviews Standard Reports &amp; Dashboards Standard Notifications &amp; User Roles Unlimited Storage</p>	<p><b>Gold</b></p> <p><b>\$45,000</b> per year (billed annually)</p> <p>Configurable program automation with flexible deployment options for small and mid-size organizations</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Users <b>15</b></p> </div> <div style="text-align: center;"> <p>Vendors <b>1000</b></p> </div> </div> <p style="border: 1px solid orange; padding: 2px; display: inline-block;">Includes All Silver Capabilities, Plus:</p> <p>Flexible Configuration Unlimited Questionnaires Due Diligence Assessments Performance Reviews Document Requests Regulations &amp; Standards Vendor Facilities Fourth Parties Custom Properties (Fields) Custom Reports &amp; Dashboards Custom Notifications &amp; User Roles Sandbox / Test Environment Import / Export Single Sign-on Available Content Integrations Available System Integrations Flexible Deployment Options<sup>2</sup></p>	<p><b>Platinum</b></p> <p><b>\$75,000</b> per year (billed annually)</p> <p>Powerful extensions for organizations with larger teams and more complex processes and requirements</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Users <b>30</b></p> </div> <div style="text-align: center;"> <p>Vendors <b>2000</b></p> </div> </div> <p style="border: 1px solid orange; padding: 2px; display: inline-block;">Includes All Gold Capabilities, Plus:</p> <p>On-site Controls Assessments Controls Library SLA / Metrics Tracking Incident Management User-Defined Object Risk Register External Components Microsoft Excel™ Connector</p>	<p><b>Enterprise Custom</b> varies based on configuration</p> <p>Solutions for global enterprises with large teams, extensive vendor populations and integrations to enterprise systems</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Users <b>Custom</b></p> </div> <div style="text-align: center;"> <p>Vendors <b>Custom</b></p> </div> </div> <p style="border: 1px solid black; padding: 2px; display: inline-block;">Capabilities to Meet Your Requirements:</p> <p>The world’s largest and most-complex Third-Party Risk Management programs run ProcessUnity. Contact us to configure a best-in-class program that scales over time.</p> <p><small><sup>1</sup>SIG is a trademark of Share Assessments®, a registered trademark of Santa Fe Strategy Center.</small></p> <p><small><sup>2</sup>All Gold price tier capabilities are included but may not be deployed based upon the customer’s chosen deployment options. Customers are licensed to deploy the capabilities at any time during the active subscription.</small></p>
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The following pages outline the specific features and functions for each pricing package. If you have any questions, please contact your ProcessUnity account representative directly or contact us via our web site at [www.processunity.com/contact](http://www.processunity.com/contact).

# Third-Party Risk Management: Capabilities by Edition

## Solution Features

SUBJECT AREAS	S	G	P
<a href="#">Vendors</a>	■	■	■
<a href="#">Document Repository</a>	■	■	■
<a href="#">Vendor Requests</a>	■	■	■
<a href="#">Issues</a>	■	■	■
<a href="#">Document Requests</a>	■	■	■
<a href="#">Work Items</a>	-	■	■
<a href="#">Regulations &amp; Standards</a>	-	■	■
<a href="#">User-Defined Hierarchy</a>	-	■	■
<a href="#">SLAs / Metrics</a>	-	\$	■
<a href="#">Risk Register</a>	-	\$	■
<a href="#">Controls Library</a>	-	\$	■
<a href="#">Incidents</a>	-	\$	■
<a href="#">Projects</a>	-	\$	■
<a href="#">User-Defined Object</a>	-	\$	■
<a href="#">Additional User-Defined Object</a>	-	\$	\$

VRM FEATURES	S	G	P
<a href="#">Facilities</a>	-	■	■
<a href="#">Fourth Parties</a>	-	■	■
<a href="#">Vendor Portal</a>	■	■	■
<a href="#">Vendor Services</a>	■	■	■
<a href="#">Agreements</a>	■	■	■
<a href="#">Terms (on Agreements)</a>	-	\$	\$
<a href="#">Vendor Custom Object 1-3</a>	-	\$	\$

ASSESSMENTS	S	G	P
<a href="#">VRM Assessment Management</a>	■	■	■
<a href="#">Questionnaire Templates</a>	■	■	■
<a href="#">Questionnaire Custom Scoring</a>	■	■	■
<a href="#">Assessment Findings</a>	■	■	■
<a href="#">Vendor Collaboration / Follow-up</a>	■	■	■
<a href="#">Delegation</a>	■	■	■
<a href="#">Automated (Bulk) Assessments</a>	-	■	■
<a href="#">Controls Assessments</a>	-	\$	■

## Platform Features

CONFIGURATION	S	G	P
<a href="#">ProcessUnity Inbox</a>	■	■	■
<a href="#">Custom Properties</a>	-	■	■
<a href="#">Reference Data</a>	■	■	■
<a href="#">Notification Rules</a>	■	■	■
<a href="#">Holidays</a>	■	■	■
<a href="#">Custom Images</a>	■	■	■
<a href="#">Custom Colors</a>	-	■	■
<a href="#">Roles / Teams</a>	-	■	■
<a href="#">Custom Grids</a>	-	■	■
<a href="#">Custom Buttons</a>	-	■	■
<a href="#">Report Actions</a>	-	■	■
<a href="#">Configuration Check Out / In</a>	-	■	■
<a href="#">Automated Actions</a>	-	\$	■

ANALYTICS	S	G	P
<a href="#">Standard Reports</a>	■	■	■
<a href="#">Custom Reports</a>	-	■	■
<a href="#">Charts / Gauges</a>	■	■	■
<a href="#">Personal Dashboards</a>	■	■	■
<a href="#">Custom Dashboards</a>	-	■	■
<a href="#">Geographical Maps</a>	-	■	■

INTEGRATION	S	G	P
<a href="#">Import / Export Services</a>	-	■	■
<a href="#">External Components</a>	-	\$	■
<a href="#">Microsoft Excel Connector</a>	-	\$	■
<a href="#">ProcessUnity Connector</a>	-	\$	\$
<a href="#">Web Services API</a>	-	\$	\$
<a href="#">Microsoft Word Connector</a>	-	\$	\$
<a href="#">Configurable Email Gateway</a>	-	\$	\$

## Licensing

SYSTEM LIMITS	S	G	P
<a href="#">Custom Properties</a>	-	■	■
<a href="#">Custom Reports</a>	-	■	■
<a href="#">Custom Notifications</a>	-	■	■
<a href="#">Storage</a>	■	■	■
<a href="#">Vendors</a>	100	1000	2000
<a href="#">Users (Full)</a>	5	15	30
<a href="#">Users (Vendor Contacts)</a>	■	■	■
<a href="#">Users (Lite)</a>	100	100	\$
<a href="#">Single Sign-On (SSO)</a>	-	■	■
<a href="#">Lite User Auto-Provisioning</a>	-	\$	\$

HOSTING	S	G	P
<a href="#">Shared Data Center</a>	■	■	■
<a href="#">Sandbox (Test) Environment</a>	-	■	■
<a href="#">Self-Service DB Archives</a>	-	\$	\$
<a href="#">Integration Hosting Service</a>	-	\$	\$

CONNECTORS & CONTENT	S	G	P
<a href="#">BitSight Connector</a>	-	\$	\$
<a href="#">D&amp;B Connector</a>	-	\$	\$
<a href="#">Nomino Data Connector</a>	-	\$	\$
<a href="#">RapidRatings Connector</a>	-	\$	\$
<a href="#">Refinitiv World-Check One Connector</a>	-	\$	\$
<a href="#">SecurityScorecard Connector</a>	-	\$	\$
<a href="#">SIG Connector</a>	-	\$	\$
<a href="#">SIG Questionnaire Content</a>	■	■	\$

S: Silver Edition  
G: Gold Edition  
P: Platinum Edition

■ - Included  
\$ - Available at an Additional Cost  
- - Not Available

# Solution Features

## Vendors

ProcessUnity's built-in vendor management capabilities allow organizations to define third parties that they use for compliance and operational tracking purposes. The system captures and manages vendor information, contact information, risk summaries, assessment information, and includes an optional calculated scorecard. Use this base-level functionality to plan and conduct risk assessments, run reports for analysis and mitigate risks posed by third-party service providers.

## Document Repository

Documents are an important part of any third-party risk program. Whether to track internal supporting documentation, define third-party risk procedures, identify formal remediation plans, or collect workpapers, having an integrated document repository helps to demonstrate compliance. The Document Repository in ProcessUnity is a centralized repository of file attachments or URL-accessible links that can be shared, linked, and referenced by any internal Subject Area within the application. Documents can also be associated with an entity (using the Attachments tab), which offers a common link to standardized organizational content. The platform provides version control and approval step workflows so customers can track documents over time.

## Vendor Requests

Vendor Request forms allow business users to start the process to onboard a new vendor or vendor service by submitting information to a designated vendor analyst for processing. New requests can be tracked by expected completion date and status, with event-driven notifications. Analysts can perform specific assessments or complete due diligence activities that will determine any required action by the organization before qualifying the third party.

## Issues

Issue management provides a centralized repository for managing third-party related issues and their remediation plans. Issues can be described and categorized with a severity rating. Appropriate personnel are notified upon issue creation and can be alerted for upcoming, due and past-due issues. Reporting provides complete issue status that can be used to identify and track systemic problems within the organization.

## Document Requests

Document Requests are formal requests assigned to specific individuals that provide selected documentation as uploaded files to help provide an organized, transparent, and highly efficient process for receiving, assigning, and fulfilling document requests. This feature eliminates duplicate activity by automatically capturing a definitive record of request and fulfillment transactions.

## Work Items

Work Items are part of the workflow and collaboration features in ProcessUnity. They are configurable work-queue action items that offer ways to assign activities, track status, and capture dialog. Work Items can be related to other objects and can be tracked with an open or closed state.

## Regulations & Standards

Third parties can be associated with specific regulations or compliance mandates for which an organization is responsible. Regulations and Standards allow organizations to define their applicable regulations, document changes against those regulations, and – through relationships – determine which third-party services are impacted by those regulatory or compliance changes. Notification rules can alert risk owners to changes in these provisions.

## User-Defined Object

User-Defined Objects are customer-configurable subject areas that extend ProcessUnity implementations to meet unique customer requirements not supported in the base application. These powerful extensions provide customers the ability to deploy custom data forms, workflows and relationships. Additionally, they can be renamed, configured, related to other objects, reported against, and secured all via the standard administration and settings areas within the application. User-Defined Objects are configured by system users – they do not require developers or technical resources.

## SLAs / Metrics

Metrics are hierarchically-stored collections of performance indicators and other captured information used to measure any organizational aspect of risk management (including KRI, KPI, SLA, SLC, etc.). Metrics provide configurable mechanisms and workflows to schedule ownership-based data collection and the ability to create notifications when results exceed defined thresholds or escalation levels.

## Risk Register

Risk Register provides the ability to define risk categories and risk families; determine both inherent and residual risk; and then aggregate that risk to organizational groups within the organization.

## Controls Library

The Control Library provides a central location for controls categorization and test procedure definitions. It can be related to Regulations or Third Parties to best support the organization's needs for a formal on-site control testing approach.

## Incidents

Many compliance programs require that certain types of incidents be captured, reported and tracked to closure. ProcessUnity's configurable Incidents module provides mechanisms by which users can report incidents of various types, assign ownership for incidents, engage in a dialog about incidents and finally close incidents and maintain them for historical reporting.

## Projects

Projects are defined as formal activities (typically involving multiple participants) that have a defined deliverable or outcome, assigned responsibility, start dates, target end dates and status. ProcessUnity provides support for project definitions, storage, and workflow for managing projects. Example uses include correcting a control deficiency, developing new controls, updating a system or business process, and more.

## Facilities

Facilities provides the ability to capture detailed information about the headquarters, data centers and storage locations of a given vendor or vendor service.

## Fourth Parties

Fourth Parties allows customers to capture detailed information about any entities that perform outsourced activities for a vendor or provide other resources to a vendor. Fourth Parties can be shared across vendors or vendor services.

## Vendor Portal

The Vendor Portal provides a secure and proprietary (context-filtered) environment accessible by registered vendor contacts in a ProcessUnity implementation. Vendor contacts use this environment to complete third-party risk questionnaires, as well as consume vendor-specific reports, respond to remediation requests and complete vendor-specific action items.

## Vendor Services

Vendor Services provide a deeper level of definition for an organization's vendor risk management program. The vendor service area allows companies to track and assess multiple relationships/services with a single vendor. Each type of service can be separately defined with different business owners, vendor analysts and scope of assessments. When assessments are performed at the vendor service level, the results can then be aggregated to the vendor's master record for an overall health and risk rating.

## Agreements

Agreements functionality allows customers to associate contracts (real estate, general commercial, managed service, etc.), agreements (non-disclosure, privacy, service level, etc.) or statements of work with specific vendors and manage these agreements from creation to termination. With Agreements, customers can store all the documents associated with a particular vendor, manage expiration and renewal dates, and enable notifications and workflow to help oversee all the agreements and vendor contracts within an organization.

## Terms (on Agreements)

ProcessUnity Terms enables for the association of conditions, provisions, and clauses related to a contract or agreement to be extracted, cataloged and accounted for then mapped to agreements across the enterprise for detailed analysis and management of vendor contracts. The add-on includes a library of terms was developed by one of the largest and most prestigious law firms in the U.S. Licensed exclusively to ProcessUnity, this best-practice legal term data enriches Agreements and Terms capabilities by enabling customers to associate each term in an agreement with a standard definition for future detailed analysis and management.

## Vendor Custom Objects (1-3)

These custom object tabs provide extensibility for customers to build an enhanced data model to augment their vendor risk management program. Examples include banking details/entities, annual approval, lite "internal" assessments, offboarding process, private/internal comments, meeting minutes, etc.

## VRM Assessment Management

ProcessUnity includes capabilities to define custom questionnaires (sections and questions) for use in questionnaire-scoped assessments. Customers can create assessments with an unlimited number of sections consisting of numerous question types, including yes/no, pick lists, numbers, dates, free-form text, etc.). The system supports conditional skip logic at the question or section level and allows vendors to easily attach policies and supporting documentation. ProcessUnity's flexible scoring options allows organizations to define and implement their scoring system.

## Questionnaire Templates

ProcessUnity provides starter questionnaires (with scoring logic) to kick-start the assessment processes for organizations without a standard questionnaire. Starter questionnaires include:

- Classification Assessments – to tier third parties into relevant risk levels (Very High, High, Medium, Low).
- Due Diligence Reviews – to provide a way to determine the overall health score of a third party by completing questions (either internally or externally).
- Performance Reviews – to determine how the third party is delivering its services against expectations.

## Questionnaire Custom Scoring

All ProcessUnity applications feature robust business rules that be created to perform calculations, translate and weight scores into ratings, aggregate information from related records, perform automated scoring during assessments, and highlight and format data conditionally. This powerful feature provides organizations the ability to deploy their specific business requirements, from simple color-coded scores and fields, through robust score aggregation, weighting, and calculations that can be used to trigger workflow notifications and the ability to report against enterprise-wide anomalies. Preferred Responses can be entered to help analyze large sets of responses in shorter time by automatically classifying responses as Preferred, Not Preferred or Evaluation Recommended. Configuring each question within a questionnaire allows vendor analysts to quickly identify areas that require further inspection or remediation via a color-coded review worksheet.

## Assessment Findings

Assessment Findings are identified during the assessment review process and highlight areas of concern regarding a third-party review activity. Findings track anomalies against question responses and provide a rating and actionable reporting for follow-up by the third-party analyst.

## Preferred Responses

Preferred responses help analyze large sets of responses in less time by automatically classifying responses as Preferred, Not Preferred or Evaluation Recommended. Configurable to each question within a questionnaire, this capability allows vendor analysts to quickly identify areas that require further inspection or remediation via a color-coded review worksheet.

## Vendor Collaboration / Follow-up

Vendor assessments and questionnaires include support for follow-up workflow, which enables analysts to communicate with vendors to collect additional, clarifying information and evidence (all within the ProcessUnity system). During the review process, analysts can tag individual questions for follow-up and send them to the vendor for clarification. The system will track all the iterations and highlight follow-on questions.

## Delegation

Delegation provides a formal facility for the distribution and allocation of vendor questions to other individuals for their response. This feature allows the vendor contacts to delegate the appropriate representative to an entire section or individual question to complete.

## Automated (Bulk) Assessments

Bulk Assessments automate the process for creating and launching multiple assessments for a select group of vendors or vendor services. Once created, emails are automatically sent to each vendor contact notifying them it is time to complete their assessment.

## Controls Assessments

Controls Assessments provide a way for organizations to route control activities to designated owners, have those controls tested for effectiveness, gather evidence of the control's effectiveness, and provide a pass/fail status that can be used to define issues requiring attention. Controls Assessments and related Policy reports demonstrate and communicate effective Policy and Procedure Management. Controls can be related to any entity and one or more controls can form the scope within an assessment. Along with test procedures, the assessment process is used to capture the results of specific controls testing and can be accessed historically with related evidence and analyst findings.

# Platform Features

## ProcessUnity Inbox

The ProcessUnity Inbox provides the ability to view notifications and requests. The inbox can be configured as the landing page for users. Features include filtering options, automatic clean up, and an inbox dashboard panel.

## Custom Properties

ProcessUnity includes default properties in all system areas to help organizations get started. In addition, user- or custom-defined properties can be easily created and configured to extend the system for customer-specific program requirements.

## Reference Data

Reference Data provides a method for categorizing and sharing frequently used picklists in multiple objects across the application, which helps standardize information and decrease the likelihood of errors during data entry. The picklists can be configured as cascading picklists, enabling the ability for one value in a picklist to determine what values will be available in another picklist. (For example, a state/province picklist can determine the available values in a city picklist.)

## Notification Rules

Notifications are pre-defined communications that can be triggered automatically when certain conditions are met. Notifications can be issued as email messages and/or ProcessUnity Inbox entries. Notifications can be configured with context-specific subject and body text as well as the to, cc and bcc fields. Notifications can be as simple as indicators or reminders or can feed more robust workflows such as review and approval requests and/or escalations for overdue items. Change Notices can be used to define and manage one-way communication to one or more individuals. Notices can be linked (related) to any record in ProcessUnity. Example uses include bulletin-board style postings, organizational or team announcements, new service offerings and more.

## Holidays

Holidays (non-workdays) can be added to the system to define which days are used when business-day calculations are required for time-based activities.

## Custom Images

Custom Images can be uploaded to display images, including face shots of people, to depict the current workflow stage of an issue, work item, assessment, or request.

## Custom Colors

Custom Colors allows organizations to create named custom colors for background pages, login pages, headers and more. Custom Colors can be referenced across the system for greater personalization and branding.

## Roles/Teams

Teams represents functional elements of a business such as individuals, departments, or groups. Examples for Team usage include the ability to add view/edit permissions for a specific set of objects, sharing published reports, hiding access to specific records, etc. You may set teams up based on necessary permissions such as Financial Team, Corporate Leadership, East Team, etc. Roles dictate object-based access and permissions including (create, edit and view rights).

## Custom Grids

Custom Grids allows system admins to configure what users can view, sort, filter or access via a link, increasing information control within the grid. Other configurable items such as variable row heights or standard row heights can be used to accommodate the difference in text length for enhanced readability and user experience.

## Custom Buttons

Buttons are workflow actions on a record's detail tab that can be initiated by specific people at specific times. Custom buttons are fully configurable by end-users (with appropriate permission) and can be renamed or permissioned to perform customer-defined actions. Custom buttons can be used to update fields, create relationships, kick-off workflows, pass data to other systems and much more.

## Report Actions

Report Actions streamline bulk workflows and drastically reduce the number of clicks necessary to perform key tasks. Report Actions are similar to custom buttons but allow for actions to be performed upon multiple records at one time to perform data entry form updates or bulk document creation, updates or deletion.

## Configuration Check Out / In

Configuration Check Out / In capabilities provide a change control facility that allows Application Administrators to use their sandbox instance for building, testing, and staging configuration changes (including application settings, properties, buttons, grids, notification rules, reports, dashboards, import templates, and external components) before automatically applying those changes to their production environment when ready.

## Automated Actions

Automated Actions execute workflows automatically based on customer-defined events. This is similar to Notification Rules but instead of creating emails or inbox items, it runs preconfigured steps or ("actions") when a condition is met. Like Notification Rules, Automated Actions will execute based on pre-defined events (on change to true, on value change, nightly if true, manual if true, etc.). This allows for a host of new workflow-enabled capabilities. For example, assessments can be created and sent on a specific date, using the "Nightly if True" event type when the date is reached. The steps that are executed can create the assessment, populate relevant property values, scope it, and send it to questionnaire respondents.

## Custom Reports

Built-in Standard Reports provide the basic information required to manage third-party risk. Out-of-the-box reports include Vendor Risk Criticality, Vendor Assessment Status, Vendor Assessment Schedule, Findings Summary, Contract Exposure by Vendor Type, Vendor Health Summary, Vendor Risk Tier Summary, Questionnaire Definitions, Assessment Responsibilities and more.

ProcessUnity allows system users (with permission) to author custom reports against system data via a simple-to-use reporting building interface. Custom reports can access any customer-defined properties/attributes and can be grouped/sorted/totalled according to customer preference. Design-time or interactive filters can also be applied, as well as calculated columns. Charts can be added to visualize reports and finalized reports can be published to specific roles or teams for easy access to view or export their content.

## Charts / Gauges

Charts and Gauges provide visualization options for summary data - based on how a single value measures against a predefined range. Charts provide columns of a series of up to five data points in one image, while Gauges display a single value in a graphic format that details the total of the selected information.

## Personal Dashboards

ProcessUnity offers built-in standard Dashboards to consolidate and visualize the status of policy reviews, issues, control assessments, and more. Personal Dashboards are considered as private and user-specific. They cannot be shared across between users and are configured and managed by each user. They can be composed of any custom report chart the user has access to or several built-in chart elements. Administrators can copy personal dashboards from one user and propagate them as starting points for other users' personal dashboards.

## Custom Dashboards

Custom Dashboards are considered public or community dashboards and can be published to different audiences or personas based on their roles. They can be composed of any custom report chart. Users can view and interact with dashboard content but are not able to permanently change a dashboard's configuration. Dashboards can be published in any task area or report task group. Any changes made to a custom dashboard by an administrator will be automatically propagated to everyone who can access the dashboard.

## Geographic Graphs

Geographic Graphs and maps provide the native ability to visualize/plot data on a geographic backdrop to display points plotted on a selected geographic backdrop. Series points can be sized or colored based on data value, and the map location can be based on full or partial address information.

## Import /Export Services

Import Templates provide an easy way to add or update system data in bulk via the CSV (comma separated values) file format. Bulk data migration supports "relationship" imports (allowing existing records to be linked together), as well as a variety of single-purpose import template types. Also provided is the ability to execute automated import/exports via batch scripts (such as CURL) that can be scheduled to automate the movement of data into and out of ProcessUnity. These easy-to-define templates are also the basis for integrations to web-services or the Excel Connector.

## External Components

Customize your ProcessUnity instance with data widgets from outside systems, allowing users to view relevant business data in context and within the ProcessUnity framework. Examples include market data, Google maps, news feeds, social media, and more. These components can be accessed directly from external websites or built in-house to support customer needs.

## Microsoft Excel Connector

Seamlessly share data between ProcessUnity and Microsoft Excel. The ProcessUnity Excel Connector allows licensed users to quickly load data into ProcessUnity from Excel, as well as access data stored in their ProcessUnity instance to support external workflows – all via a simple to use Excel toolbar extension.

## ProcessUnity Connector

The ProcessUnity Connector provides the ability to run workflow actions across separate ProcessUnity instances through a secure handshake.

## Web Services API

For custom integration requirements, ProcessUnity's Web Services API allows customer IT organizations to programmatically design an integration workflow to push and/or pull data to/from ProcessUnity. The Web Services capability provides an easy-to-use WSDL making programmatic data exchange with ProcessUnity technically straightforward.

## Microsoft Word Connector

Create formatted Microsoft Word™ documents and reports within ProcessUnity, based on customer-defined Word templates that access context-based content and reports for a specific ProcessUnity record. Examples include customer-formatted welcome letters, statements of services, third-party contracts, assessment summary documents, vendor performance reports, executive reports and more.

## Configurable Email Gateway

A custom delivery mechanism in which all ProcessUnity-generated emails are routed to a single, customer SMTP gateway and then routed to the recipient according to customer-defined delivery workflows and protocols. Enabled in conjunction with the customer's IT department, benefits include enhanced legitimacy and credibility to recipients, customer-controlled email handling, and visual branding/reformatting. Allows your IT organization to own the email lifecycle and incorporate Out-of-Office handling, specialized routing, and message archiving needs.

## Licensing

### System Limits

Gold, Platinum and Enterprise price tiers do not have limits for Properties, Reports and Notifications.

### Storage

Unlimited storage of content and documents is available to ProcessUnity customer regardless of their platform edition.

### Vendors

Vendors are identified or named third- or fourth-party organizations within the ProcessUnity platform. See pricing slides for current vendor allotments based on the edition.

### Users (Full)

A standard user can be configured to use any area of the ProcessUnity suite that has been licensed to the customer.

## Users (Vendor Contacts)

A vendor is counted as a single vendor record within the ProcessUnity cloud. Multiple contacts at a single vendor are not counted against the vendor count. Multiple services from a single vendor are not counted against the vendor count. A vendor user can only log in to the ProcessUnity Vendor Portal. A vendor user can respond to and interact with any services or capabilities that have been provisioned to the vendor user on behalf of the customer.

## Users (Lite)

A lite user can perform the following activities: login to ProcessUnity, create or modify action item data, view (non-personal) reports and dashboards. A lite user cannot: be an administrator, create or modify non-action item data, participate in workflows (approve/reject), create or modify reports or dashboards.

## Single Sign-On (SSO)

Single Sign-On (SSO) authentication enables all users to bypass the ProcessUnity Login screen by authenticating via a corporate network. This provides convenience by eliminating the need to remember and maintain multiple username and password combinations, improving productivity and security while facilitating collaboration between in-house applications. ProcessUnity supports SAML 2.0, which is an industry-standard for SSO.

## Lite User Auto-Provisioning

ProcessUnity's Auto-Provisioning capabilities streamline access management for customers with large or fluctuating Lite User populations. The platform add-on allows organizations to self-provision Lite Users automatically in Single Sign-on (SSO) environments, reducing administrative overhead and potential IT development and support.

## Hosting

ProcessUnity provides hosted hardware to support your custom integration requirements. With the help of our professional services team to build your integration requirements, your import and/or export job(s) reside on our hardware and run on a schedule of your choosing. All hardware is secured in our data center, and jobs are monitored and managed by ProcessUnity technical resources for your convenience.

## Shared Data Center

ProcessUnity provides fully isolated customer instances and databases within a hosted cloud datacenter for all customers. This includes full daily backups and incremental hourly backups, a secured and encrypted network link and a fully implemented DR architecture and plan.

## Sandbox (Test) Environment

Non-production, test or Sandbox instances allow customers to host data in an environment suitable for development, testing, and training – without compromising the data and configuration in a production environment. Sandboxes are completely isolated from the ProcessUnity production instance, so sandbox testing will not affect live system work (and vice-versa). Customers can refresh sandbox data at any time.

## Self-Service DB Archives

For organizations looking to self-manage archive instances available for immediate recall and access, Self-Service DB Archives provides an additional instance where snapshots can be taken from production and placed for retrieval and viewing. Self-Service DB Archives is useful for high risk and audit retention requirements where customers need access to archived data.

## Integration Hosting Service

ProcessUnity provides hosted hardware to support your custom integration requirements. With the help of our professional services team to build your integration requirements, your import and/or export job(s) reside on our hardware and run on a schedule of your choosing. All hardware is secured in our data center, and jobs are monitored and managed by ProcessUnity technical resources for your convenience.

## Connectors & Content

External Data Connectors enable customers to integrate industry-collected data with ProcessUnity to enhance risk assessments. Each connector maps data between the data service provider and ProcessUnity and can be updated on a configurable schedule. Data can be integrated into a host of ProcessUnity capabilities, including change notifications, scoring and third-party risk ratings. External Data Connectors require licensing from the data provider.

### BitSight Connector

ProcessUnity's pre-built connector to the BitSight Security Ratings Platform supplements your IT security risk assessments with objective cybersecurity ratings and rankings for an even more complete view of your third-party vendor population. The integration incorporates BitSight's continuous security performance measurements into your assessment process to facilitate more rigorous due diligence, performance reviews and SLA monitoring.

### D&B Connector

Incorporating objective financial health assessments into your third-party risk management processes enhances due diligence by providing a multidimensional view of your third-parties' financial health. ProcessUnity offers a pre-built connector to Dun & Bradstreet's Direct 2.0 content feed and related data and analytics from multiple sources. The integration provides the financial status intelligence necessary to drive more-informed business decisions and reduce risk to your organization and clients.

### Nomino Data Connector

Integrating external reputation and identity risk reviews into the ProcessUnity platform enhances your due diligence efforts and provides an even more complete view of your third-party vendor population. This pre-built connector incorporates NominoData's OneClickCOMPLIANCE real-time reputation risk and compliance intelligence into your assessment process to facilitate more rigorous due diligence, performance reviews and SLA monitoring.

### RapidRatings Connector

Incorporating objective financial health assessments into your third-party risk management processes provides more complete visibility into businesses for more rigorous due diligence. That's why we offer a pre-built connector to RapidRatings, which uses a unique quantitative analytics model to measure the financial health of public and private companies. This objective insight into the financial viability of third parties helps you make better business decisions and meet regulatory requirements.

## Refinitiv World-Check One Connector

Integrating external reputation and identity risk reviews into the ProcessUnity platform can provide an even more complete view of third-party vendors for rigorous due diligence, performance reviews, and SLA monitoring. This built connector to Refinitiv World-Check One formerly Thomson Reuters World-Check One, a trusted and accurate source of risk intelligence, for conducting compliance mandated checks on a third party's identity, reputation, watch list status, and potential negative news liabilities.

## Security Scorecard Connector

By integrating security scores and ratings into your third-party risk management platform, you gain a single, comprehensive view of relevant IT security information to enhance your vendor assessment process. This pre-built connector to SecurityScorecard, a content provider offering holistic insight into any organization's security posture based on the collection, analysis, and attribution of millions of critical data points.

## SIG Connector

ProcessUnity's SIG™ Connector provides embedded automation with the Shared Assessment Program's SIG™ questionnaires and ProcessUnity's Vendor Portal. Administrators can quickly import SIG workbooks to create ProcessUnity questionnaire templates that can be used as the scope for Vendor questionnaire assessments. Vendor contacts can then easily import their responses with a single click. The SIG™ Connector for ProcessUnity is SIG-version agnostic, allows documentation to be imported at the question level, and even allows for custom-defined (hybrid) questionnaire templates to be used.

## SIG Questionnaire Content

Shared Assessments provides industry best practice content for information security, privacy and business continuity compliance. The SIG™ Content add-on provides customers with over 1600 questions of industry-developed due diligence coverage areas pre-loaded into ProcessUnity. The content can be modified or appended to, with auto-scoring and preferred responses pre-configured against the SIG questionnaire. The license includes updates to the SIG content as provided by Shared Assessments, typically delivered on an annual basis.