

ENSURE YOUR ACTIONS DRIVE BUSINESS RESULTS

Most organizations have the ability to keep track of the many Issues they are dealing with, and to monitor them until they have been satisfactorily resolved. This involves capturing Issues at the source (e.g., self-assessments, audits, regulatory reviews, self-identified items, etc.) and—where feasible—combining related Issues into a smaller number of consolidated Actions so they can be dealt with more holistically. While this represents a good start, in a robust 21st century Management Operating System environment leading organizations recognize that much more needs to be done.

How GMI's Issues & Actions Solution Works

GMI's solution is capable of supporting a variety of situations, and can be interfaced with your related processes and systems as needed. While our clients typically proceed on a phased basis by starting with the basics outlined above, GMI's approach also increases the value added via additional capabilities such as:

- **Solution Re-Use:** By keeping track of the nature of previous Issues and the specific Actions that were taken, we can often identify opportunities to speed implementation and reduce associated time, cost, and risk by leveraging previous work that has been carried out in similar situations. This requires maintaining and using a consistent taxonomy of solution "building blocks" as well as having the document management functionality to be able to maintain a searchable repository of prior solutions – both of which are made easy using GMI's WorkItem.com® platform.
- **Investment Optimization:** For certain actions (e.g., those related to GRC remediation projects), we have observed that a number of organizations often do not appropriately track the estimated and actual costs and expected benefits of their initiatives. GMI not only helps implement this type of cost-benefit discipline, but we can also analyze this type of information on an enterprise-wide basis to help ensure the maximum return across all the many Actions being taken.

Management Operating Systems

Why do bad things happen to good organizations? New disasters surface on an almost daily basis, revealing:

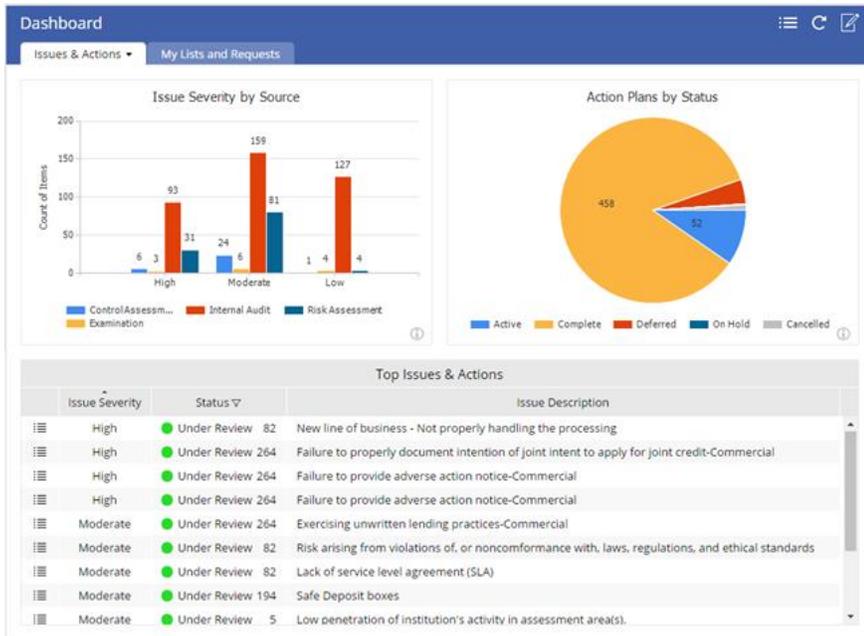
- Flawed strategies
- Poor customer satisfaction
- Ineffective financial management
- Error-prone operations
- Weak risk and compliance processes
- Inadequate remedial actions

GMI believes the root cause of such problems is that today's "*control systems*" have never been properly architected to deal with today's complexity, velocity of change, and unforgiving competitive environment. To address this problem, we have developed 21st century Management Operating System (MOS) solutions that—similar to a GPS—can help stakeholders consistently get from where they are to where they want to go, and assist in "getting back on track" whenever problems occur.

Just as a GPS system without maps would be useless, MOS solutions also require specialized content. Our WorkItem.com® platform, together with robust GMI-provided content, currently supports the rapid implementation of high-impact solutions related to:

- Senior-Level Reporting
- Strategic Alignment
- Governance Risk & Compliance
- Last Mile of Finance
- Issues & Actions
- MOS Toolkit (Self-Developed Apps)

GMI's solutions yield results in days and weeks, not months and years.



- **Ongoing Monitoring:** All too often, (a) projects fail to yield the expected benefits and (b) processes and controls that have been improved tend to “revert to nature” a short while later. GMI’s approach involves embedding the required metrics in the transformed processes in order to automatically track ongoing performance and notify management any time actual performance begins to vary in a negative way from expectations.

Why Use GMI’s Issues & Actions Solution

We allow you (a) to work more efficiently via enhancements to your Issue & Action Management and its associated monitoring and reporting of program schedules, costs, and risks, and (b) to work more effectively by better aggregating related issues, increasing the extent of re-use, focusing more proactively across the enterprise on business outcomes, and ensuring optimum alignment with corporate strategies.

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For questions or to arrange a demonstration, please contact us:

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GMI’s WorkItem.com® Platform

True innovation is rare these days, but clients tell us our cloud-based WorkItem.com® platform does in fact represent a major breakthrough. Illustrative “proof points” include:

- WorkItem.com® is the only platform focused exclusively on enterprise-wide management processes.
- The architecture is unique in that it recognizes that all MOS applications are essentially the same, except for the “work item” that is being processed.
- All Solutions work seamlessly with our industry- and topic-specific content.
- Users can easily leverage our software and content to author *their own* apps, in addition to those developed by GMI or third parties.

Our WorkItem.com® platform is “industrial strength” and highly secure. It currently supports some 35,000 users in 100 countries, and to date has processed well over one million “work items.”

About Gupton Marrs International

GMI was founded in 2001 by O. Bruce Gupton (a former PWC consulting partner and Fortune 100 CIO) and Frank O. Marrs, former Vice Chairman of Assurance Services at KPMG. Our firm is recognized as a global leader in sustainable Management Operating Systems for the 21st century.

GMI’s “asset-based consulting model” allows us to leverage our existing frameworks, content, analytics, and enabling technology to significantly reduce our clients’ implementation time, cost, and risk.