

Bring on the Next-Generation of Internal Auditing

Our Internal Audit Solutions

Face the Future with Confidence*

AS YOU READ THIS, THE FUTURE IS SHIFTING

Technological advances, global connectivity, insights from big data, regulatory scrutiny, macro-economic shifts and business process innovations are constantly changing the face of tomorrow.

BUT UNCERTAINTY CAN BE A POSITIVE – IF YOU HAVE THE RIGHT PARTNERS BY YOUR SIDE.

At Protiviti, we know that the future doesn't come with a playbook and that proven methodologies can only take you so far. We tailor solutions to fit your culture and your business needs. We're not afraid to disrupt the traditional consulting model and reach a level of collaboration that's unsurpassed. That partnership, coupled with the right mix of talent and experience, means that when the future arrives, you'll already know what it holds.

WITH THE RIGHT PERSPECTIVE, CHANGE LOOKS LIKE OPPORTUNITY.





DEEP EXPERTISE. UNPARALLELED COLLABORATION.

Protiviti is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Our consulting solutions span critical business problems in Technology, Business Process, Analytics, Risk, Compliance, Transactions and Internal Audit.

SOLUTION OFFERINGS

INTERNAL AUDIT

& RISK MANAGEMENT

- Internal Audit
- SOX IFC
- Enterprise Risk Management (ERM)
- Standard Operating Procedures
- ITGC
- Forensic and Fraud Risk Services
- Data Analytics
- iProEdge
- Integrated Assurance
- Strategy Next Gen and Transformation Services
- Audit Automation and Continuous Audit

DATA & DIGITAL

Data, Analytics & AI Transformation

- Data Platform & Data Visualization Solutions
- Advance Analytics Solutions
- AI/ Gen AI Solutions
- Data Strategy & Governance

Digital Transformation

- Digital & Enterprise Information Strategy
- Digital Experience Platforms
- Intelligent Automation
- Revenue Assurance & Audit Analytics

BUSINESS PERFORMANCE IMPROVEMENT

- Business Consulting
- Capital Projects and Contracts
- Finance Optimization Services
- Performance and Information Management
- Revenue Enhancement
- Supply Chain
- Business Process Reengineering
- Development of SOPs

MANAGED BUSINESS SERVICES

- Advisory for existing MBS
- Advisory on set-up of a new MBS
- Outsourcing
- Contract Staffing
- Permanent Placement
- Hire-Train-Deploy

Experience tells us that no one competency is enough to solve today's complex business problems. That's why we focus and develop the expertise of our people in the following areas, so that they can team with you to tailor a solution to fit your organization.

TECHNOLOGY CONSULTING

Technology Strategy and Operations

- Strategy and Architecture
- Operations Management
- Portfolio and Program Management
- Governance and Risk Management

Enterprise Application Solutions

- Strategy and Solution Design
- System Selection Services
- Post Implementation Reviews
- Business Intelligence
- Risk Technologies

Security and Privacy Solutions

- Security Program and Strategy Services
- Data Security and Privacy Management
- Identity and Access Management
- Vulnerability and Penetration Testing
- Incident Response and Forensics

ESG

- Strategy & Planning
- Stakeholder Engagement
- Data Management & Tools
- Operations
- Performance and ESG Reporting
- Governance, Risk and Compliance
- Sustainable Finance

TRANSACTION SERVICES

- Debt Arrangement Advisory
- Financial Modeling and Valuations
- Financial Due Diligence
- M&A Advisory
- Market Research and Feasibility Studies
- Private Placement, IPO, Support and Assistance

RISK & COMPLIANCE

- Enterprise Risk Management
- Financial Risk Management
- Market and Commodity Risk
- Model Risk and Capital Management
- Credit Risk
- Operational Risk
- Project Risk Management
- Compliance Risk Management
- Regulatory and Tax Compliance
- Vendor Risk Management
- Anti-money Laundering
- Health Safety Security and Environment Risk Management

OUR INTERNAL AUDIT SOLUTIONS

The future of Internal Audit is forward-looking with focus on leading practices in Technology, Innovation, and Business Enablement at it's core.

INTERNAL AUDIT, IFC & SOX

- Internal Audit Co-Sourcing
- Internal Audit Full Outsourcing
- SOX / IFC / ICOFR Framework Design
- Control Rationalization, harmonization and automation

FORENSIC AND FRAUD RISK SERVICES

- Setting-up Forensic Program
- Fraud Risk Assessment
- Forensic Investigations
- Background Searches and Due Diligence
- Money Laundering Investigations
- Dispute Advisory / Litigation Consulting

REGULATORY COMPLIANCE

- Risk Assessment
- Identification of laws and compliances and design of framework
- Compliance tool design, implementation and monitoring
- Testing of compliance

STANDARD OPERATING PROCEDURES (SOP)

- Existing Process and System Review and Gap Assessment
- SOP Design
- Development of Risk and Control Matrix, RACI, Standard Formats etc.
- Digitization of SOPs

ITGC

- ITGC, IT SOX, ITAC Audits
- Cybersecurity process maturity audit
- Data privacy and protection completion audit
- BCMS Audit
- Internal audit for certification programs such as ISO 27001/ISO 22301/TISAX
- Third Party Vendor Risk Management Audit

ENTERPRISE RISK MANAGEMENT (ERM)

- ERM Framework Design (Policy, Appetite, Assessment Criteria)
- Enterprise Risk Registers
- ERM Maturity Assessment
- Risk Quantification and Scenario Analysis
- KRIs Development for Regular Monitoring
- Risk Monitoring and Reporting

NEXT GEN IA & TRANSFORMATION

- Control Analytics and Dashboard
- Continuous Control Monitoring
- External Intelligence Analytics
- AI/ML based Image & Video Analytics
- ML based Transaction Outlier solution
- Advanced Risk Sensing Solution
- Process Mining

INTEGRATED ASSURANCE

- ERM
- Internal Audit Follow-up
- IFC / SOX
- CSA
- CCM
- Whistle Blower

iPROEDGE

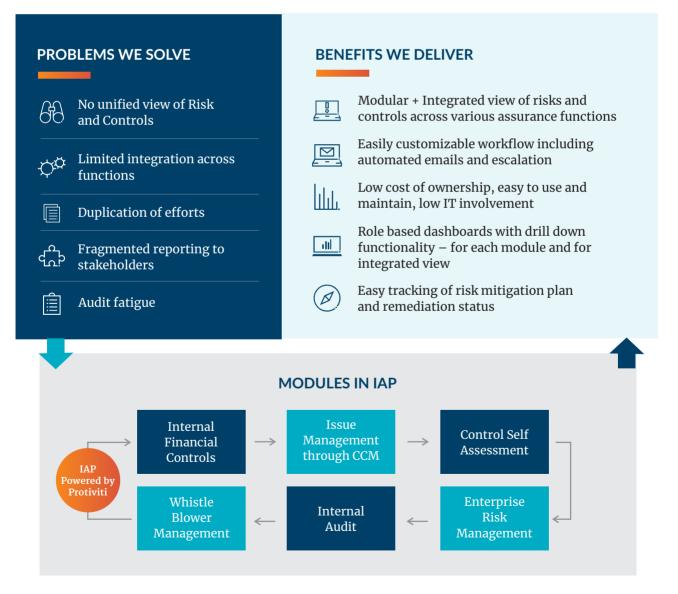
- Mystery Audit / Shopping
- Asset Verification
- Revenue Assurance
- Store / Dealer Audit
- Service Centre Audit
- Pricing Surveys



Integrated Assurance Platform (IAP)

Organizations have multiple assurance functions that are often not integrated. Hence, they struggle to achieve a unified and comprehensive view of the effectiveness of their risk management and control measures. As per the Next Gen IA survey by Protiviti, Integrated Assurance was the top IA transformation priority of CAEs.

Our IAP provides you the technology platform to achieve this objective.



KEY FEATURES OF OUR SOLUTION



Comprehensive Reports

Role-based custom dashboards

Real time insights

On cloud central repository documentation



User Friendly

Intuitive interface/ Easy communication

Easily track issues & action plan

Customised alerts / notification and approval work flow

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Easy To Implement & Secure

Single sign-on based active directory

Flexible configuration

Version history to track action performed by users

ILLUSTRATIVE DASHBOARD VIEW



SUCCESS STORY

Project Background

- A leading chemical company with global operations was challenged with repetitive administrative tasks & lack of integration across the assurance functions
- Client's tool covered only CSA as a module & offered limited capabilities
- Therefore, integration of reporting & dashboarding became a challenge

Protiviti Approach

- Implemented ERM, CSA, IFC & Internal Audit modules, across a common platform
- Implemented 30+ risks across 6 businesses for ERM
- Implemented 250+ financial controls with automated workflows for CSA
- Deployed real-time oversight of Internal Control Environment
- Deployed the complete IA modulefollow-up, monitoring & automation tracking

Outcomes & Benefits

- Protiviti's solution effectively streamlined & integrated various aspects of ERM, CSA, IA, and IFC
- Role based customized dashboards provided near real time visibility to multiple stakeholders
- On-cloud central repository enabled anytime, anywhere access
- Automated tasks & improved efficiency of the stakeholders



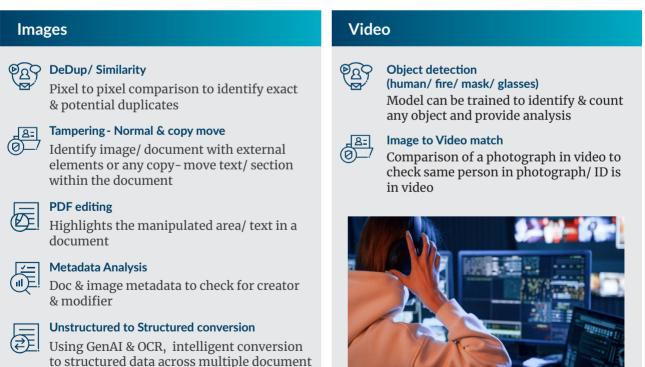
Image, Document and Video Analytics Solution

Our cutting-edge analytics solution leverages advanced AI & ML techniques to run analysis on unstructured data in the form of images, scanned documents, PDFs & videos to cull out intelligent insights allowing for holistic assurance such as invoices or vendor claims processing and other critical business processes.

WHY PROTIVITI

- Faster TAT through plug & play framework
- Scalable solution with terabytes of data processing
- Flexible deployment on premise or on the cloud
- Efficient external data integration
- Advanced analytics such as AI, ML and GenAI, as value addition

TECHNICAL CAPABILITIES OF SOLUTION



to structured data across multiple docum types & formats including handwritten documents

Face the Future with Confidence®

APPLICATIONS OF OUR SOLUTION



Success Story of Image Analytics for a Pan-India Consumer Retail Company

Project Background

- Client is one of the largest consumer retail brand in India
- Client wanted to conduct a specialized review of travel & entertainment (T&E) expense
- T&E expenses consisting of hotel, cab, meals claims in disparate formats & with varying image qualities including handwritten invoices

Protiviti Approach & Output

Given high expense volume, we recommended tech-led solution for validation at scale:

Leverage our proprietary image/ document analytics tool to perform 100% computer vision based review of over 5000 expense claims

Some of the illustrative exceptions highlighted by the tool-

- Same travel bills claimed twice (image 1)
- · Same hotel bills claimed twice
- Tampered hotel bill identified (image 2)
- Metadata analysis suggesting tampering (image 3)
- 1 week prior to field/ manual review, the tool flagged 2.5% of employee claims as exceptions
- Team reviewed & consolidated high probable exceptions, collaborated with process owners on root causes and remediation

Long Term Solution

- Ethical investigation and action against employees for submission of incorrect claims
- The tool transitioned to a CCM model for periodic claim validation by relevant teams within the system

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protiviti

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From Moonlighting to Collusion Identifying Red Flags Using External Intelligence Analytics

BUSINESS CHALLENGES



And many similar challenges...

Protiviti's Solution - Scalable, Cost Efficient and Quick Turnaround

Technology-driven solution that extracts publicly available data at scale in a cost effective manner that is compared with company's internal data to uncover red flags and hidden risks as stipulated above.



SOURCES FROM WHERE PUBLICLY AVAILABLE INFORMATION CAN BE EXTRACTED - ILLUSTRATIVE



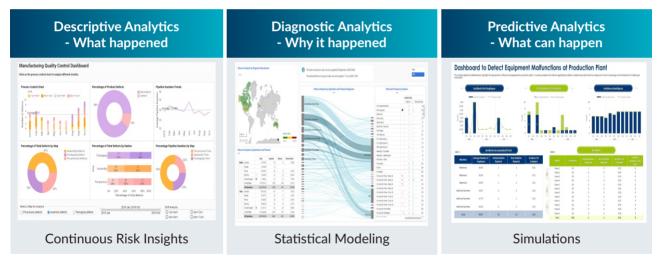
SUCCESS STORIES THAT WE HAVE DELIVERED - ILLUSTRATIVE

Leading Fintech Company	LINE Leading Consumer Product Company
 411 employees running parallel businesses against employee terms 8 cases of collusion between employee dependents and vendors 128 instances Of Vendor GSTN cancelled/suspended but continue to levy GST 	 4 employees have parallel employment 7 instances revealed active collusion between employee relatives and distributors, employee relatives being enlisted as distributors 11 employees running parallel business against employee terms
Leading Pharma Company	Eading Infrastructure Company



A 'technology platform' with a rich library of 350+ risk scenarios and 'built-in' analytics algorithm to help Internal Audit teams provide better business insights for near real-time visibility of control gaps, potential frauds, process inefficiencies, and non-compliances, allowing management to make more informed decisions.

OUR SOLUTION



OUR SOLUTION CONSTRUCT - PROTIVITI'S iCAP PLATFORM

🔄 Extract 🗖	👰 Data ETL 🗖	analyze	O Visualize	🖄 Benchmark
 SAP data extractor Manual feed compatibility across ERPs Automatic Data Extraction based on Schedules 	 Loading and Transforming data from multiple formats 	 Library of test scenarios Built-in algorithm for each test validated by experienced IA professionals 	 Dynamic dashboards with bespoke visualization (Microsoft Power BI/ Tableau) 	 Comparison of multiple KRIs across regions and categories

Extraction to Analysis TAT: < 1 day

ILLUSTRATIVE ANALYTICS ACROSS PROCESSES

Financial Reporting	S Procure to Pay	Order to Cash	Plan to Produce
 Month end closure lock opened and entry posted Month end push sales (last 3 days versus rest of the month) Trial balance variation analysis Manual Journal Vouchers (JV) posted in automated accounts 	 Duplicate invoices processed Slow moving inventory available but still fresh PO issued PO-GRN-Invoice booking by same user 	 Billing at rate lower than approved price card Credit limit extended inspite of overdue outstanding Non-reversal of discount/ schemes on returns 	 RM/ packaging inventory consumed in excess of BoM High scrap generated FG issued for dispatch without quality check BoM benchmarking for same material across plants
Record to Report	Hire to Retire	(f) IT Security and Privacy	Taxation
 Abnormal/ duplicate JV posting Fixed assets procured and discarded within a year Parking and posting of a transaction by same user JV posting by non- finance user 	 Gross and net pay MoM comparison and deviations Travel expense in deviation to policy Employee bank account changes A to B and back to A (with salary/ reimbursement in between) Exited employee salary processing 	 Multiple IDs logged in simultaneously from same IP Repeated failed login attempts from specific IP addresses Password check - strength, common word usage, reuse check Identify unusual access patterns that might indicate compromised accounts or insider threats 	 TDS deducted at different rates for expenses under same GL TDS not deducted on certain items TDS not deducted on advances

Project Background

- The client is a leading oil & gas company which owns multiple onshore & offshore operations
- The client sought to establish a continuous controls monitoring platform to automate financial reporting

Protiviti Approach

- Protiviti team adopted a technology led approach & performed data analytics on client's Procure-to-Pay transactions
- Protiviti implemented their proprietary platform, iCAP, to identify control analytics exceptions
- Implemented 50+ analytics across 4 processes in phase 1 of the project

Outcomes

Success Story of India's Leading Oil & Gas company

Illustrative exceptions identified-

- 1. Instances of higher payout of medical expenses actual v/s claimed
- 2. Instances of payments made to incorrect vendors
- 3. Instances of unadjusted vendor adavances for more than 3 years (inspite of other POs being issued)
- 4. Instances of fresh procurement of slow moving inventory without any corresponding consumption



iProEdge Integrity, Insight, Innovation

IS YOUR CURRENT ASSURANCE SPEND DELIVERING THE RIGHT VALUE TO YOU?

Do you get right market intelligence to ensure right product, price and scheme positioning?

Do your current controls ensure the prevention of inventory leakages in the supply chain?

Are you processing right value of claims/ schemes to the distributor?

Is your distributor over/under-pricing the products to the retailers?

Do you get proper assurance on fire safety, food safety and hygiene compliances?

Do you have proper tracking mechanism to safeguard fixed assets?

KEY REASONS

Transactional approach

Compliance mindset

Lack of skilled on-field resources

Manual ways of conducting reviews and report consolidation

Lack of actionable insights to bring sustainable improvement

Inconsistent and low quality output due to engagement of multiple low cost agencies

OUR TECHNOLOGY ENABLED IPROEDGE SOLUTION THAT ADDRESSES ABOVE CHALLENGES

Key Solution Highlights				
Network of trained resources to ensure pan- India coverage	Technology platform – app enabled feeds that enhance governance and	ि <u>न्द</u> Central Command Office that ensures high impact reporting	Generates key business insights – through data analytics and data visualization tools	Leverage SME to deliver quality – in-house process, industry, technology, FSSAI and Fire Safety
900+ SMEs E	quality 90% Districts covered	2500+ Audits per month	> 98% Timely completion	experts 10x Value saving

Face the Future with Confidence[®]

SOLUTION OFFERINGS

Inventory Audits	Fixed Asset Audits	Distributor Audits	Quality Hygiene Audits	Price Surveys	Mystery Audits
5x variance of audit cost	5% variance in movable assets	5-6% saving on schemes/claims	Reduced inventory obsolescence/ sales return	2-10% increase in sale survey districts	8% reduced spend on ghost promoters
3% improvement in fill ratio	11% improvement in asset tracking	2% improvement in Distributor SLA	15% improvement in store performance	Better brand visibility	5.4% increase in sales
Industries Served					
Cinema Retail Q commerce Energy Telecom Cement Consumer durable					
FMCG QSR Pharma Automobile Building products Manufacturing					

SUCCESS STORIES THAT WE HAVE DELIVERED - ILLUSTRATIVE

Leading Cinema Chain

- Tech enabled 125 audits per month
- >450 checkpoints validated across key cinema functions
- Monthly management reporting on live dashboards
- Key Insights Critical non-compliance to fire safety, FSSAI, LMA and hygiene
- **2X audit cost** recovery of inventory variance per month

Leading Q-Commerce Brand

- Scale- 90+ dark store audits per month
- Tech-enabled audits covering 50+ checkpoints
- Key coverage Inventory, cash, hygiene and compliance
- Key Insights- Inventory variance, cash variance, cash security and store hygiene performance
- Key Value Add- 6X variance of audit cost nearly 1.5% of inventory, improvement in store hygiene and storage, fill ratio, store performance tracking

Leading Cement Player

- Mystery/ Market surveys through digital app across India
- Fortnightly coverage of 25+ districts, 700+ retail counters
- Insights through **live dashboard** for top management on survey results
- Key insights Ghost retailers, Lat-long, product portfolio, retail price, market share, brand visibility, scheme, customer voice, brand availability and preference

Leading Consumer Products Brand

- Scale- **1500+ stores** per month
- Tech-enabled mystery reviews covering 35+ checkpoints
- Evaluation parameter Grooming, communication, knowledge, sales closure, after sales
- Daily and Monthly management reporting on BI dashboards
- Key Insights- 8% spend on ghost promoters, 30% poor performing promoters, improvement trends, etc.



ML based Outlier Solution

Traditional rule-based analytical methods struggle with changing complexity of modern datasets. Machine learning models can dynamically learn from data and adapt to new patterns, making them more effective at identifying outliers in evolving datasets.

Such ML models can analyse the historical pattern/ behaviours and identify significant outliers from the user's own behaviour versus the behaviour of others within the same organization. It can be a leading red flag indicator and can warn immediately on abnormal behaviour pattern.

KEY FEATURES

A range of statistical methods such as zscores, standard deviation, percentiles, box plots and density estimation to identify outliers. Outlier tool can operate in batch modes to monitor incoming data stream. Interactive dashboards to help user understand and interpret the detected outliers.

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Scalable solution is designed to handle large datasets.

ILLUSTRATIVE USE CASE OF ML BASED OUTLIER DETECTION

Model identifies abnormalities in share of businesses awarded for a material to a vendor on 2 baselines:

- 1) Abnormalities versus historical patterns of same material in same plant
- 2) Abnormalities for same material in different plant



MLAPPROACH

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Historical data collection from multiple sources and upload in solution database.	Raw data transformation to enable data scientists to run it through ML algorithms.	The selection of the best fit ML algorithm/ model to identify the anomalies.	Analysis can be done on both outlier identification and the classification. Automated dashboards and report to highlighting outliers.	To make models ready with any changes in the course of business, a continual machine learning model training based on user feedback and historical data which supports to detect and remove the false positives.

Success Story: MNC spending smarter with Protiviti's ML powered Anomaly Detection

Project Background

- Client is a leading automobile player in India with pan-India presence
- As an outcome of internal audit, client felt that though they had a tech-based check in place, they would only come to know about exceptions post they make a huge impact

Protiviti Approach

- Protiviti's ML solution identified anomalies in employee expenses by analyzing historical patterns
- Undertook a detailed process understanding to identify the key factors and touchpoints for the process under review
- Identified the source system (internal as well as external), data points & criticality of each factor
- Leveraged t-5 to t-2 years of past data to build supervised and unsupervised ML models
- Fine-tuned the model basis testing of results on t-1 to t years of data
- Shared the outcome with the client and success % of the solution to predict the exceptions/ outliers

Outcomes & Benefits

- An exception was highlighted where an employee posted claims to the tune of 10x of the previous claims in terms of frequency. Further, root cause analysis suggested that the employee was serving notice period & started putting every small & big claim
- The tool transitioned to a CCM model for checking outliers even though there was an adherence to the laid down process



Today's fast changing world is characterized by volatility, uncertainty, complexity & ambiguity and businesses face ever evolving risks that can impact their operations & strategic goals. By proactively identifying potential threats and opportunities, businesses can respond swiftly and strategically. Our Risk Sensing solution is a combination of our Technology and Subject Matter Expertise (SME) capability to help our clients not only in identifying live risk events but also in sensing the opportunities available in the market.

TOP BUSINESS RISKS THAT CONCERN THE MOST CXOS

Geopolitical Developments

Can deeply disrupt supply chains, result into market volatility, unexpectedly increase fuel prices & might cause operational interruptions

Competitors

Forging strategic partnerships & alliances to bring innovation and gain competitive advantage



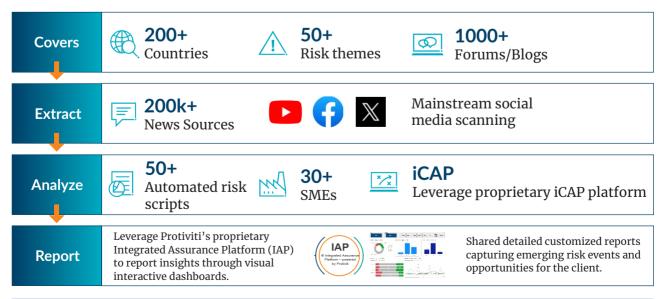
Cyber Attacks

Nature of cyber attacks that happened in your industry or to your peers & the potential implications to your business

Emerging New tech

New technologies can disrupt existing businesses. Emerging technologies could impact top line, bottom line, competitive advantage of firms

SOLUTION TENETS



How our Risk Sensing solution can help in generating business insights and enable better decision making –

	Competition	 Strategic partnerships, M&As Services & Products portfolio expansions Leadership/ management change Strategic hiring
<u>2</u> -2.	Geo-political	 Impact of international relations between countries Domestic political developments Global economic developments New geo-political order & priorities
(f)	Cyber attacks	 AI being leveraged for new-age cyber attacks Industry/business specific cyber attack events Financial implications - direct on transactions & indirect on operations
Дага.	ESG	 Environmental risks & legal penalties Corporate governance, investor confidence & customer sentiments Brand equity

Success Story of Risk Sensing for a Leading MNC with Worldwide Presence

Project Background

The client is a leading MNC with presence across the globe. The requirement was –

- To proactively identify live risk events across emerging risk topics like cyber, ESG, supply chain etc.
- Tracking and monitoring of new risks and opportunity to enable better decision making

Protiviti Approach

- Identification of key risk topics for tracking and monitoring of live risk events
- Developed a customized script for the client to scrape the web and gather relevant information
- Deployed our proprietary tool (iCAP and IAP) to analyze and report live risk event through visually interactive dashboard at daily/ weekly frequency
- Leveraged our Subject Matter Expertise (Statistical Research team, Cyber Experts, ESG experts, ERM COE team etc.) to generate value for the client

Outcomes & Benefits

- Enhanced ability to track and monitor live risk events across emerging risk topics
- Early identification of risk and opportunity to take actions on time
- Get insights for better decision making such as competitor's moves, changes at regulatory or geo-political level etc. that might impact the business operations

Our presence in India

3,400+ Professionals **9 Offices** Across India

64% Clients

From the Nifty 50 companies

Scan to learn more



About Protiviti

Protiviti (www.protiviti.com) is a global consulting firm that delivers deep expertise, objective insights, a tailored approach and unparalleled collaboration to help leaders confidently face the future. Protiviti and its independent and locally owned member firms provide clients with consulting and managed solutions in finance, technology, operations, data, digital, legal, HR, risk and internal audit through a network of more than 90 offices in over 25 countries.

Named to the 2024 Fortune 100 Best Companies to Work For® list for the past 10 years, Protiviti has served more than 80 percent of Fortune 100 and nearly 80 percent of Fortune 500 companies. The firm also works with government agencies and smaller, growing companies, including those looking to go public. Protiviti is a wholly owned subsidiary of Robert Half Inc. (NYSE: RHI). Founded in 1948, Robert Half is a member of the S&P 500 index.

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