Crowe

Life sciences global survey

Third-party risk benchmark report

Executive Summary

Overview

Thanks to all the participants in the 2022 TPRM benchmark survey, Crowe was able to compare the TPRM operations and activities of industry leaders. Participants were provided with a personalized report detailing Crowe's analysis of their TPRM program, highlighting key similarities and differences between peer programs for consideration and possible improvement.

Participants were then further divided into peer groupings based on employee count and annual revenue.

Participants included Medical Device Manufacturers, Pharmaceutical Companies, Bio-Technology Firms, Contract Research Organizations (CROs), and Clinical Laboratories.

This has been sanitized and is intended to provide a sample of the broader report. To be included in future benchmarks, please see contact information at the end of this study.

This report was designed to address each pilar of a successful TPRM Program

People

Process

Technology
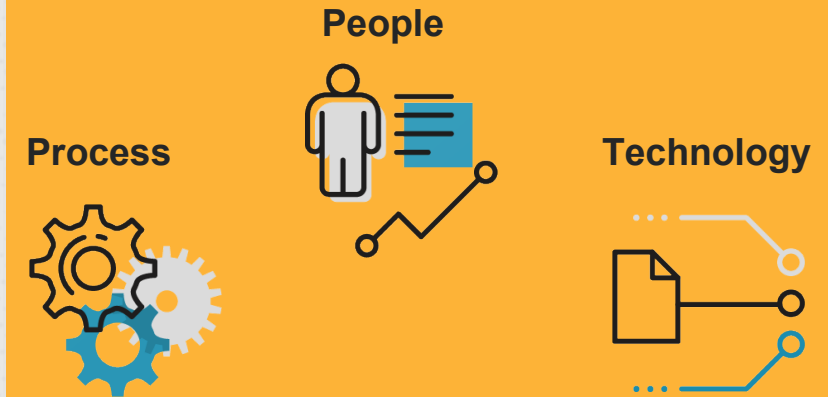
Where the industry is aligned:

- Information Security is the leading driver of most TPRM programs
- Movement Toward Point Solutions for TPRM
- TPRM Activities are expanding
- Industry expertise for TPRM resources is becoming increasingly necessary

Where trends differ:

- TPRM Organizational Structure
- Resourcing Challenges Experienced
- Questionnaire Size & Approach

People

The driver of successful TPRM programs. Many organizations (+50% of respondents) are facing difficulties hiring and retaining employees, in a highly-desired skillset.
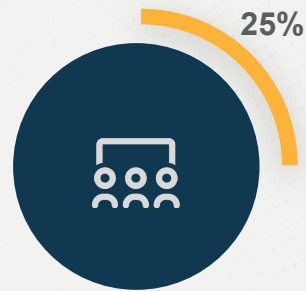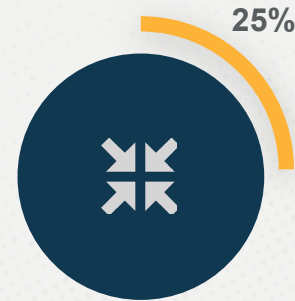
What challenges are you experiencing?

Respondents selected one or more checkboxes within the survey and the graphics below align with the percentage of respondents selecting each option. Results are sorted from least common to most common.
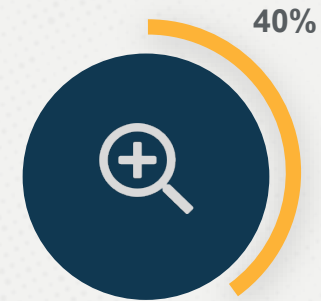
25%

25%

25%

40%

50%
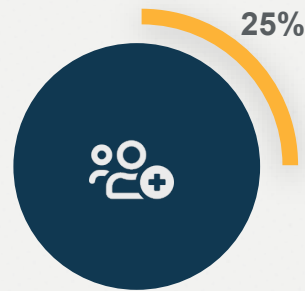
Inability to recruit qualified personnel

Quality or value of third party / contractor resources

Lack of budget

Third party cooperation

Turnover

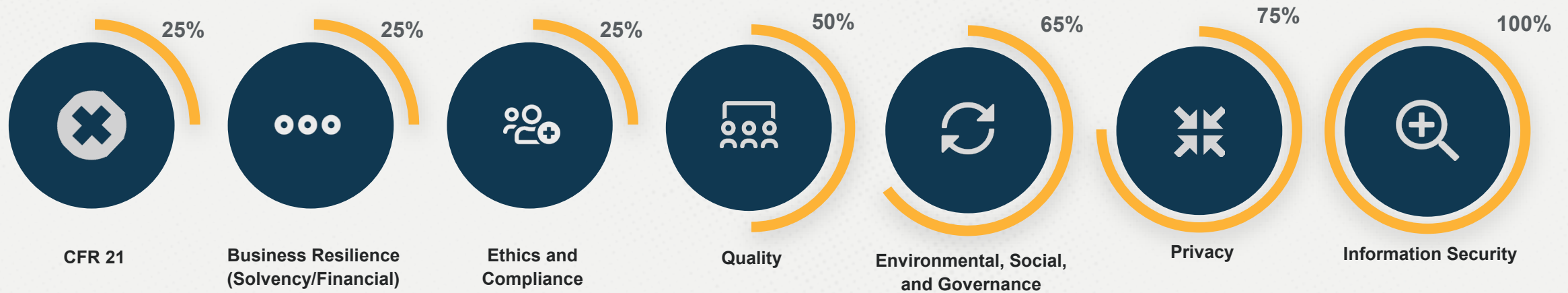*Included in less than 25% of responses: Productivity, Headcount, None*

Process

Continuously adapting to TPRM needs, organizations are moving away from industry standard questionnaires to custom control sets.

Most all TPRM programs include coverage over IS and Privacy, with growing scrutiny over ESG and Quality.

What risk domains does your third-party risk program address?

| CFR 21	Business Resilience (Solvency/Financial)	Ethics and Compliance	Quality	Environmental, Social, and Governance	Privacy	Information Security
25%	25%	25%	50%	65%	75%	100%

Included in less than 25% of responses: Electronic Records and Electronic Signatures (ERES), Labor Rights, Anti-Bribery Anti-Corruption (ABAC), Business Resilience (Solvency/Financial), Brand Protection

Technology

Point solutions catered toward the TPRM process are flooding the market. Additionally, organizations are increasingly considering integrating legacy GRC platforms with new point solutions and continuous monitoring tools to build comprehensive Third Party, Assessment, and Risk inventories.

What data feeds/ratings platforms do you actively leverage as part of your program?

25%

Negative News

50%
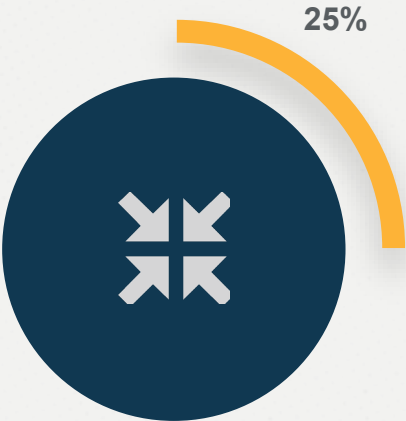
Cybersecurity Ratings
(Bitsight, SecurityScorecard, RiskRecon, etc.)

50%

Financial Health

(Rapid Ratings, D&B, CreditRisk, etc.)

50%

ABAC

(Dow Jones, RDC, etc.)

Crowe

We help clients solve their TPRM challenges and take mature processes to the next level.

Crowe can help you execute your third-party risk program, and we provide managed services and ongoing monitoring.

We know how to design and execute TPRM programs that adapt quickly, keep stakeholders aligned, validate claims effectively, and minimize incidents. We can also show you how to leverage leading techniques, automation, and data-driven actions to become more efficient.
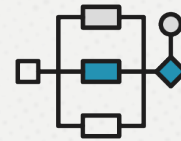
Wherever you need help, we've got you covered.
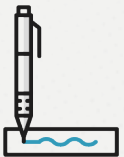
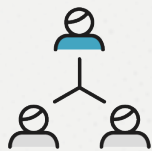Assess program maturity

Make improvements

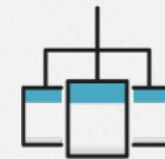Automate for efficiency

Align with regulatory expectations

Respond to regulatory orders

Understand your third-party population

Get comfort in your risk universe

Apply real-time intelligence

Have questions or want to learn more?

We'd love to chat about your program and offer our perspective based on our experience and conversations with other industry leaders.

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