




DATA & ANALYTICS

CORPORATE SOLUTIONS

EXPERTS WITH IMPACT™

A close-up photograph of a person's hands typing on a laptop keyboard. The laptop screen displays a data visualization, including a bar chart and a line graph. A semi-transparent dark blue rectangular box is overlaid on the upper portion of the screen, containing white text. The background is softly blurred, showing a desk and other office equipment.

FTI Consulting's core strength is our ability to identify, transform, and analyze complex data throughout the entire organization to deliver strategic business solutions to our clients.

Why is Data & Analytics Essential **for your Business Success?**

When facing challenging business situations, companies with complex operational challenges and disparate data management issues may struggle to coordinate effective responses to critical issues due to antiquated or under-utilized systems, manual and unsecure back-office processes, or lack of coordination among various functions.

Organizations may lack the ability to leverage the massive amounts of internal and external data to perform advanced and predictive analytics necessary to compete with leading-edge competitors.

FTI Consulting's Data & Analytics Corporate Solutions practice focuses on solving complicated operational, regulatory, and financial issues involving immense volumes of structured, semi-structured, and unstructured data.

Our Call to Action

A Culture that Delivers

We solve complex business issues for our clients by efficiently assessing the current state of operations and creating a highly customized solution that is best suited to the organization. Our cross-functional teams combine backgrounds in accounting, economics, finance, technology, and computer science.

KEY CLIENT CONCERNS



Can we create a flexible, scalable, and secure application accessible to our global team?



How do we make better business decisions by effectively leveraging internal and external data?



Do our expensive new systems contain accurate and complete data for financial reporting and analytics?



How do we improve our manual and inefficient back-office tasks that take too much time and energy?



How do we test complicated scenarios with large data sets to respond to auditors, regulators, general counsel, executives, or other interested parties?



Can we take advantage of predictive analytics and machine learning to improve business operations and better serve our customers?



How do we protect the company, our information, and our client data from cyber threats, fraud, and other risks?

HOW FTI CONSULTING HELPS



Custom Software Solutions



Data Visualization and Dashboard Solutions



Data Reconciliation for Complex Financial Systems Implementation



Business Process Automation



Data Management, Analytics, and Modeling



Advanced Analytics



IT Risk and Cybersecurity

Comprehensive Solutions

We assist corporate business leaders by providing the expertise, objectivity, framework, and creativity to design sustainable business solutions. We are trusted advisors that work hand-in-hand with our clients to deliver tangible results. Below is an overview of our core solutions.



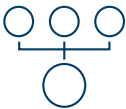
CUSTOM SOFTWARE SOLUTIONS

Our team creates customized software solutions to assist clients facing complex issues that require flexible and sophisticated analytic tools. Combining core analytics experience and application programming skills enables us to deliver custom applications that meet stringent business requirements.



DATA VISUALIZATION AND DASHBOARD SOLUTIONS

Our team identifies, cleans, and connects disparate data sources to simplify cross-segment reporting and produce intuitive and useful visual reports with drill-down capabilities. We work closely with the client to design and create reports that drive data-driven decision making.



DATA RECONCILIATION FOR COMPLEX FINANCIAL SYSTEMS IMPLEMENTATION

Our team develops unique reconciliation solutions that bridge the gap between current and upgraded systems. Our process enables clients, auditors, and other stakeholders gain the confidence in the timeliness, accuracy, and completeness of critical financial and operational data in new systems.



BUSINESS PROCESS AUTOMATION

Our team is skilled at designing and implementing automated processes that utilize off-the-shelf and/or custom technical solutions to improve manual, inefficient, and unwieldy processes prone to error, manipulation, and auditor or regulatory concerns. Our automation solutions yield secure, controlled, and transparent results that withstand third-party scrutiny and ensure accuracy and efficiency.



DATA MANAGEMENT, ANALYTICS, AND MODELING

Our team utilizes current technology in tandem with our data management and analysis skills to perform detailed analytics on large volumes of data to solve a company's most pressing and complex issues. We provide clear and concise methodology and results to bring transparency to complicated situations.



ADVANCED ANALYTICS

Our team utilizes the latest in advanced analytics techniques, combining machine learning, natural language processing, data mining, and pattern recognition to increase and improve business operations, achieve cost savings, and unlock valuable insights.



IT RISK AND CYBERSECURITY

FTI Consulting's cybersecurity team enables clients of any size to address their most critical IT governance needs and integrate new solutions atop or alongside any preexisting policies and programs. We combine deep experience across cybersecurity, data analytics, and IT security to help organizations manage risk in complex technical landscapes.

Custom Software Solutions

Today's organizations often utilize dynamic structured datasets that require unique handling to maximize the utility and inherent value of the data to address urgent business issues. The complex processes required to discover, transform, analyze, and visualize datasets often cannot be accomplished efficiently and effectively with off-the-shelf software, requiring a custom-developed tool to meet all business requirements.

We combine core Data & Analytics experience with web-based application programming skills to deliver solutions that are not available with existing software. Using the most modern software development technologies, our team works with companies to build custom applications for data analytics that are user friendly and integrate seamlessly with the organizations' data structure as well as hosting and data security needs, ensuring buy-in from both IT and business stakeholders.

ADVANCED TOOLS

Complex business applications involving multifaceted sets of financial, operational, and transactional data require sophisticated analytic tools. Our team can leverage these tools to create a centralized repository for all structured data and build solutions that emphasize accuracy, traceability, and custom functionality, allowing customized access to internal and external stakeholders.

Our methodology for developing applications, **Accelerated Application Deployment**, leverages agile strategies, pre-developed structured database connectors and UI tools, rapid production deployment schedules, and collaborative development pods without sacrificing production quality.

HOSTING

Secure – FTI Consulting's cloud hosting provides a secure repository for sensitive client data.

Scalable – FTI Consulting's secure hosting offers access for thousands of concurrent users.

Global – FTI Consulting's development team has global operations and can host applications in most regions. This is particularly effective for international data privacy issues or general latency.

Testing Portals – With each production environment, clients are also provided a testing portal.

With FTI Consulting's combination of database knowledge, corporate operations experience, and programming acumen, we are uniquely positioned to help clients create useful technical tools that derive maximum value from their data.



CLIENT SUCCESS STORIES

- Developed a contract review tool (CRT) used by a large pharmaceutical distribution company to identify opportunities to maximize profits. The company realized an estimated \$10M in increased profits by utilizing the CRT and standardizing their contracts process.
- Created a proprietary claims management system (CMSi) to address and manage debtor claims for an SEC Ponzi investigation of an internet-based bid auction website. The system is assessing and processing the payout of potentially \$330M to more than 160K claimants.
- Built FTI COMPLY, a state-of-the-art compliance solution designed by anti-corruption and data analytics experts that offers a web-based third-party due diligence solution to address the compliance needs of global companies, including a large oil and gas client.
- Designed and developed a proprietary structured data review tool for an automobile company that manages the processing, review, and ultimate production of company systems containing multiple data sets, including customer call center data, vehicle warranty records, and vehicle quality and incident assessments.
- Designed and developed our industry-leading proprietary loan re-underwriting (LEADr), mortgage data warehouse (LID), and allegation response tool (ART), software applications to support Mortgage Backed Securities litigation engagements that have involved approximately 150K loans with \$45B in value.
- Created custom sales incentive plan web applications on the cloud for an international hospitality company to replace an insecure and inefficient process involving thousands of Excel files with limited useful reporting. Salespeople, team leaders, and directors from across the globe access secure sites to enter, review, and approve annual goals and calculate quarterly payouts. The applications source valuable year-over-year and detailed reporting.

Data Visualization and Dashboard Solutions

Finance, accounting, operations, compliance, risk management, and human resource teams make daily decisions based on data collected and analyzed for their business function. However, the underlying data is often stored in siloed systems, disconnected from other data sources within the organization and updated at irregular intervals. Lacking alignment among various systems, companies may struggle to overcome unwieldy and inefficient manual processes to develop insightful cross-segment reporting.

FTI Consulting's Data & Analytics team identifies, cleans, and connects disparate data sources to simplify cross-segment reporting and produce intuitive and useful visual reports with drill-down capabilities. A "single source of truth" allows users from all levels throughout the organization to take data-driven action. Using a tactical approach, FTI Consulting works closely with clients to identify relevant data, compile data into a centralized reporting platform, build dynamic visualization tools, and distribute reports across the entire company while adhering to strict security controls.

CENTRALIZED REPORTING PLATFORM

Focusing on automation and using a variety of advanced and trusted database tools and techniques, our process streamlines information collection from multiple sources and transforms data into useful reporting structures that live in a centralized platform.

DETAILED ANALYTICS AND ACTIONABLE INFORMATION

We develop visual dashboards that connect to the centralized data platform and display information that allows users to instantly draw insight, identify trends, understand outliers, and determine how to exploit opportunities or respond to issues. Our dashboards combine data from multiple business segments and contain custom filtering and drill-down capability that allows for both summary views and deep-dive analysis. High-level summary dashboards help executives gain visibility and make strategic

decisions, while detailed dashboards empower managers to make informed decisions in their day-to-day operations. We focus on delivering customized and clean visuals that maximize utility.

SECURE DISTRIBUTION

Detailed reports may contain sensitive information. We design the infrastructure and distribution processes to ensure that the correct people view the correct information for the correct purpose.

Our team has worked with a range of clients from small private companies to Fortune 500 corporations.

We have built tools that focus on key client initiatives including regulatory compliance, working capital improvement, customer and product profitability, effectiveness of sales staff, comparison of retail locations, market share performance, shipping logistics, utilization metrics, marketing effectiveness, and supplier comparisons.



CLIENT SUCCESS STORIES

- Built an enterprise data warehouse business intelligence solution for a home healthcare company. The previous reporting function was inefficient which led to inaccurate information being presented to management, delays in financial reporting, and compliance issues. Our team developed automated processes to aggregate data from the financial, billing, HR, and compliance systems and ran validations on the data to ensure completeness and accuracy. Dashboards were designed based on user requirements, tested, and finally rolled out through a secure web application. The business intelligence solution was leveraged by over 125 employees and transformed the way the company used data to make decisions.
- Assisted a chemical company facing severe liquidity challenges after a carve-out by developing insightful reporting which helped lead to ~\$235M in working capital improvement in less than a year. Collected and translated tens of millions of transactional records that were not currently leveraged to develop visual dashboards that quickly unlocked opportunities for working capital improvement in Accounts Payable, Accounts Receivable, and Inventory. Supplied detailed information and worked hand-in-hand with client to identify and execute process and organizational changes to realize working capital improvement. Created set of monitoring dashboards to ensure client maintained working capital improvements.
- Working with a health care company that had numerous operational and compliance issues due to business intelligence and reporting deficiencies, created streamlined methodology of normalizing, standardizing, and unifying disparate data into one central location in order to transform the underlying data into insightful and novel metrics to support fast, efficient, and sound business decisions at the executive and field level. Our solution resulted in real-time analytics in a leave-behind tool that contained quality assurance procedures, automated data loading, and interactive web-based reporting.
- Developed an underlying model, database and set of dashboards for the compliance team of a large pharmaceutical distributor to monitor controlled substance orders, including opioids. The model determined whether an order was a statistical outlier based on the customer's prior order history and the order history of similar customers. Suspicious orders were flagged by the model for further investigation and review. The dashboard provided metrics for upper management on the effectiveness of the new model, including flagged and rejected orders, suspicious ordering patterns, and other geographical trends.

Data Reconciliation for **Complex Financial Systems Implementation**

Confidence in financial reporting data and platforms is critical for an organization to succeed. Companies need accurate information for external reporting and optimal strategic and operational decision making. When undertaking complex financial and accounting systems upgrades and implementations, companies need to ensure a “single source of truth” for the organization’s information since there is greater risk that the availability or data integrity of key operational and financial reports is impacted. **FTI Consulting’s team works side-by-side with clients to verify that new financial and reporting systems contain accurate, timely, and comprehensive information.**

Our team develops unique reconciliation solutions that bridge the gap between current and upgraded systems. Leveraging database technology, deep experience, and accounting knowledge, we create automated, repeatable, and auditable processes that identify variances in easy-to-digest reports.

TECHNICAL STRENGTH

Implementation projects impact massive amounts of financial and statistical data for multiple business units, countries, and time periods. Our Data & Analytics team utilizes database technology to efficiently handle large volumes of data, providing clients with the ability to implement mapping and hierarchy changes on a real-time basis in lieu of relying on a time-consuming update and conversion process.

ACTIONABLE INFORMATION

Our proprietary process sheds light on variances at summary and detail levels to quickly highlight issues needing resolution. We create simple root-cause variance reports that allow stakeholders to make decisions regarding mapping changes, hierarchy updates, and acceptable variances that are easily relayed to implementation teams.

COMMUNICATION AND CLARITY

System implementations are complex and time-consuming projects for company leaders rightfully focused on running their business. We focus on communicating frequently and effectively, allowing business stakeholders and implementation teams to understand the impact of key decisions. Our teams produce dynamic reporting, providing daily or even real-time status reports to closely manage reconciliation progress.

TRUST

Our proven approach provides much-needed insight into the implementation process that allows our clients to confidently transition from outdated, disconnected systems to a new, integrated financial data environment.

FTI Consulting’s Data & Analytics team has led multiple data reconciliation projects at large global companies undergoing complex changes to their financial and operational reporting platforms.

The background of the entire page is a dark blue grid with various financial data visualizations. In the top left, there's a large, faint green number '0.23'. To its right, there's a candlestick chart with red and green bars. In the top right, a line chart with a red trend line and green bars is visible. In the bottom left, there's a green candlestick chart. In the bottom center, a large green number '313.40' is displayed. At the bottom right, there's a blue line chart with red and green markers. The overall theme is financial data and analytics.

CLIENT SUCCESS STORIES

- Designed and executed a complex data reconciliation project among multiple general ledger, consolidations, and budgeting/forecasting systems at a major hospitality company. Client transitioned from six charts of accounts to one chart with accurate and complete data on a global integrated set of financial systems replacing a complex set of disparate systems. Created a proprietary reconciliation tool that applied data changes real-time, resulting in an efficient, reliable and trusted process working closely with multiple stakeholder groups in finance, accounting, IT, and other key functions. Drove hierarchy and reporting changes based on intimate knowledge of data in client legacy and target systems.
- Served as lead validation expert for mortgage loan servicing client that upgraded to a cloud-based ERP system. Identified and resolved historical data gaps and chart of account differences between legacy and target systems. After joining the project mid-stream, our team acted as PMO to overcome substantial project delays to ensure the client met an aggressive “go-live” date by driving communication excellence between the client and the implementation vendor. Led change management process including report development and training.
- Designed detailed data reconciliation process leveraging database technology to assist car rental client transitioning to new chart of accounts in consolidations and budgeting/forecasting systems. Assisted the client in determining new system requirements. Provided analysis of differences at root cause business unit, account, and department level and worked with client to determine optimal updates. Our process allowed the client to review the impact of mapping changes in minutes compared to hours or even days.

Business Process Automation

Companies need to constantly improve on customer experience, products and services, marketing, and state-of-the-art distribution to stay competitive. Opportunities often exist in the company's back-office and support departments to substantially improve finance, accounting, and other functional processes that are a drag on productivity and divert focus from more meaningful and revenue-generating activities. Automating these often inefficient and overly manual processes can yield substantial benefits including improved data quality and integrity, stronger data security, enhanced reporting, better data governance, and increased flexibility.

FTI Consulting is skilled at designing automated processes that utilize off-the-shelf and/or custom technical solutions. We have developed unique solutions that assist clients in improving the speed and quality of responses to external stakeholders for audit and regulatory reasons.

PROCESS IMPROVEMENT AND COST SAVINGS

Migrating from Excel-based and manual processes to automated and centralized database solutions eliminates redundant and manual transformation steps and duplicative data sources, increasing process efficiency.

SECURITY AND CONTROL

Implementing security and controls such as sign-on authentication and defined user and approver roles prevents unauthorized access to sensitive financial and operational data. Built-in controls such as automated control totals ensure accuracy and completeness of data. Clients gain a standardized and controlled mechanism for financial reporting and analysis, remediating any internal control concerns.

REPORTING ANALYTICS

Developing a centralized database repository that contains rich period-over-period data at a detailed level enables enhanced reporting including visual analytics. Clients gain the ability to query the data and create reports while trusting the underlying information.

TRANSPARENCY AND TRANSITION

Creating formal documentation for detailed process steps captures inputs, data transformation, business rules, and output to satisfy internal control requirements and empower team members to fully understand processes, enabling easier transition and review.

FTI Consulting's Data & Analytics team has worked with global corporations designing automated processes to improve speed and quality of data-related output.

CLIENT SUCCESS STORIES

- Remediated a significant deficiency in internal controls by developing an automated solution for producing nearly 1,000 monthly journal entries for a global car rental company. The client previously generated the journal entries on a manual basis using a complex and non-standardized process with limited security and controls over data inputs and tools. The client relied on an outdated inventory management system and utilized hundreds of databases, Excel workbooks, and text files. FTI Consulting created a data mart to streamline the data extraction, integration, and transformation process from disparate sources to facilitate an automated, standardized, auditable, and secure journal entry creation and reporting process. The client saved substantial hours during the monthly close process and enabled significantly enhanced reporting.
- Assisted a quickly expanding privately-held online e-retailer by developing an automated process to calculate year-end inventory valuations needed for audited financial statements for a potential IPO or other transaction. FTI Consulting calculated inventory values for multiple fulfillment centers over several years. We analyzed inventory at a SKU level in various systems to roll inventory levels backwards and roll pricing information forward to calculate annual inventory valuations. FTI Consulting utilized the average unit purchase price by SKU using a weighted average cost method and actual cost approach depending on the system. Based on the approach, the third-party Big Four auditor signed off on the inventory valuations in the audited financial statements.
- Created an automated process to improve an equipment rental company's monthly receivables aging and quarterly bad debt percentage calculations. The client relied on a manually-driven, error-prone process using outdated tools ill-equipped to efficiently handle the massive data volumes required for the calculations. FTI Consulting created a streamlined approach for loading data inputs, performing the complex calculations, and generating the correct monthly aging values and quarterly bad debt percentages. Leveraging modern technology, the new process eliminated errors and added transparency to simplify internal quality control and audit review efforts.

Data Management, **Analytics, and Modeling**

Leveraging big data technology and taking advantage of drastically reduced data collection and storage costs, organizations have the capability to collect and store massive amounts of structured and semi-structured data. Facing complex business, audit or regulatory challenges, companies often need to analyze this data to quickly remediate issues, improve operations and business performance, and explore the reasons for changing customer, vendor, or other stakeholder behavior. Increasingly, clients need to develop detailed and automated financial and operational models and statistical tests to run what-if scenarios, proforma outcomes, and/or alternative situations but lack the expertise or resources to commit to creating an effective and auditable solution.

FTI Consulting's Data & Analytics team utilizes big data and cloud-based technologies in tandem with our data management and analysis skills to perform detailed analytics on large volumes of data to solve a company's most pressing and complex issues. Our team works independently to build models and analyses that provide objective results. Because sophisticated techniques and complex modeling are often required, we explain the methodology and results in a straight-forward and transparent manner that can be understood by clients and audited by third parties.

CLIENT ADVISORY

Based on our experience on a wide range of projects, FTI Consulting provides guidance on all aspects of an analysis, assisting the client in determining the most reasonable approach that will meet the project objectives. We work closely with the client and key stakeholders to determine the required level of precision and transparent assumptions that satisfy strict legal, regulatory, and industry requirements.

WITHSTAND EXTERNAL SCRUTINY

FTI Consulting thrives working under pressure with lean teams to meet tight deadlines while providing work product subject to outside scrutiny from attorneys, auditors, regulators, and other important stakeholders.

MASTERING DATA COMPLEXITY USING TECHNOLOGY

We successfully extract data from various proprietary and off-the shelf systems to perform required analysis. We combine structured, semi-structured, and unstructured data into an integrated analysis platform to provide a complete picture.

DATA MANAGEMENT AND QUALITY

We develop a data management strategy for all key inputs, often managing disparate data sets inside and outside the organization. Our team creates a data quality and testing strategy to define the key metrics, appropriate data standards, and an approach to manage to those standards. We analyze and repair data to address inconsistencies across platforms, across conversions, and among business units. We develop standardized and automated processes that regularly check and cleanse the data to improve quality. We assess the systems and business processes creating and processing the data to identify risks to the quality of data.

Our experts have worked with clients on proactive as well as event-driven measures to transform and manage data to advance the business and avoid future issues.

CLIENT SUCCESS STORIES

- Assisted insurance and investment company in remediating customers negatively impacted by code bug related to managed advice products by performing independent review and analysis in coordination with outside counsel. Reviewed detailed system code to ensure client accurately resolved error and performed validation analyses to ensure accurate customer and investment characteristics were utilized to determine optimal investment strategy. Developed sophisticated model to calculate customer remediation amounts for impacted customers. Refined program for additional group of unique customers.
- Assisted timeshare company in assessing factors driving increased delinquency rates in property owner mortgages on a project that required immediate turnaround. Analyzed delinquent trends across the portfolio to determine which loan or owner characteristics and/or outside factors drove the increased delinquencies by collecting and analyzing two years' worth of detailed portfolio data, contracts, reservation data, fees and other data. Conducted series of univariate and multivariate analysis of portfolio characteristics and their impact on year-over-year delinquency rates and delivered final analysis to CFO and other key finance team members.
- Performed review and clean-up of master customer database for service company to improve downstream impacts on customer service, billing, and collections. Developed client-specific waterfall analysis to programmatically identify invalid, duplicate, and aged customers for archiving and updated other critical data points. Presented comprehensive governance plan to manage customer data more efficiently and open up opportunities for enhanced analytics.



Advanced Analytics

Armed with access to ever-increasing amounts of internal and external data, organizations are seeking the latest technical tools and processes to maximize the value of the available information. Although “big data” initiatives have been in place over the last few years, many companies have lacked the ability to determine how to best access the most relevant data and information for their most pressing issues. Sorting through the various tools and approaches while ensuring sufficient value can be a challenging and costly exercise.

FTI Consulting’s Data & Analytics experts are supporting clients in using advanced analytics, combining machine learning, natural language processing, data-mining, and pattern recognition to increase and improve business operations, achieve cost savings, and unlock valuable insights.

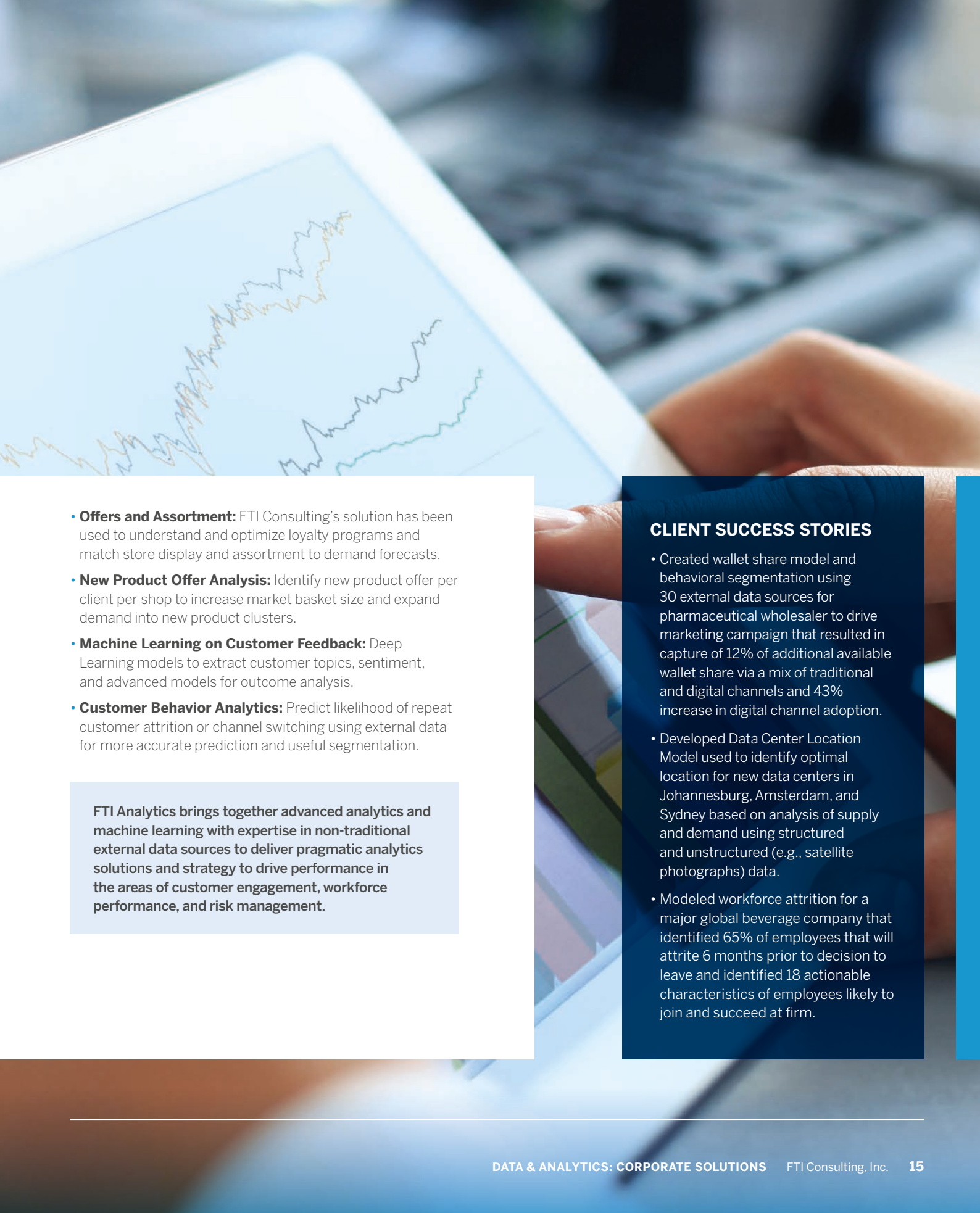
GEOSPATIAL ANALYTICS

- **Consumer Demand Forecasting:** Predict demand for consumer goods and services for store location and real estate strategy.
- **Data Center Location Analytics:** Identify optimal combination of power, real estate, communications, and risk for enterprise and Edge data centers without high quality underlying structured data.
- **New Service Demand Forecasting:** Identify location of demand for emerging services including Battery Electric Vehicles, Edge Computing, and others.

AUGMENTED INTELLIGENCE DEMAND FORECASTING

FTI Consulting has brought together two data and analytics assets to create a more accurate, information-rich customer demand forecasting solution. The FTI External Data library provides our clients access to information that doesn’t exist within the “walls” of the business. Our team has developed a proprietary analytical approach to “measuring the hard to measure” to predict and understand customer behavior in noisy (real world) environments:

- **Specialized Machine Learning:** Based on algorithms from signal processing and geological exploration, FTI Consulting has brought together a set of techniques and algorithms that are effective at predicting demand in highly noisy consumer environments.
- **External Data Library:** FTI Consulting has compiled a library of over 250 data sources curated from public, semi-public, and private providers that allow our clients to put their customers in a rich context. This information drives more useful insight and more accurate models.
- **Demand Visualization:** The solution can be delivered as a real-time service that pushes small corrections in anticipated demand and journeys into the existing planning and scheduling process and platform and direct to drivers to match availability and demand.
- **Marketing Effectiveness:** Models to help understand the effectiveness of specific marketing and go to market interventions. Reliable information on what parts of an existing program work and models to optimize marketing actions based on a richer context and better analytics.
- **Locations:** From store placement to sales coverage planning, FTI Consulting demand forecasting models can be used to evaluate the commercial potential of a region or a specific site to identify the best return or to plan the least painful pull back or refocus of efforts.
- **Digital Overlay:** Location-based Demand Forecasting can be used in combination with digital data either based on digital demand or a proxy to understand the impact of online behavior on demand in the real world.

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- **Offers and Assortment:** FTI Consulting's solution has been used to understand and optimize loyalty programs and match store display and assortment to demand forecasts.
 - **New Product Offer Analysis:** Identify new product offer per client per shop to increase market basket size and expand demand into new product clusters.
 - **Machine Learning on Customer Feedback:** Deep Learning models to extract customer topics, sentiment, and advanced models for outcome analysis.
 - **Customer Behavior Analytics:** Predict likelihood of repeat customer attrition or channel switching using external data for more accurate prediction and useful segmentation.

FTI Analytics brings together advanced analytics and machine learning with expertise in non-traditional external data sources to deliver pragmatic analytics solutions and strategy to drive performance in the areas of customer engagement, workforce performance, and risk management.

CLIENT SUCCESS STORIES

- Created wallet share model and behavioral segmentation using 30 external data sources for pharmaceutical wholesaler to drive marketing campaign that resulted in capture of 12% of additional available wallet share via a mix of traditional and digital channels and 43% increase in digital channel adoption.
- Developed Data Center Location Model used to identify optimal location for new data centers in Johannesburg, Amsterdam, and Sydney based on analysis of supply and demand using structured and unstructured (e.g., satellite photographs) data.
- Modeled workforce attrition for a major global beverage company that identified 65% of employees that will attrite 6 months prior to decision to leave and identified 18 actionable characteristics of employees likely to join and succeed at firm.

IT Risk and Cybersecurity

IT governance and management is critical to guard against risks related to advancing cyber threats, system outages, and fraud. As organizations continue to make investments in new technologies, leverage “big data” solutions, and create complex process interdependencies, governance becomes increasingly challenging. The need for a defined but flexible approach around IT governance, security, compliance, and controls is more critical now than ever to manage risk.

FTI Consulting’s cybersecurity team is comprised of professionals from the Federal Bureau of Investigation, Department of Homeland Security, National Security Agency, and private security firms. The team’s structure and capabilities are engineered to synthesize cutting edge intelligence-led cybersecurity practices around a trusted core of comprehensive offerings. We enable clients of any size to address their most critical IT governance needs and integrate new solutions atop or alongside any preexisting policies and programs.

SECURITY & AUDIT SERVICES

We have experience working with clients across industries evaluating the effectiveness of IT general controls and determining the impact and audit response of control gaps or deficiencies. The team performs independent “deep dive” audits of network, database, and application security, in addition to pre- and post-implementation reviews of enterprise systems and source code review.

CYBERSECURITY INTELLIGENCE ASSESSMENTS

FTI Consulting offers targeted solutions aimed at proactively identifying and categorizing threats against organizations through the deployment of customized threat intelligence platforms. By understanding and employing cyber threat intelligence, organizations can gain a strategic advantage over malicious actors.

VULNERABILITY ASSESSMENTS AND PENETRATION TESTING

This important process defines, identifies, and classifies security gaps in organizations networks and proposes effective mitigations and countermeasures to defend against them. An important companion to vulnerability assessments, penetration testing simulates the actions of malicious cyber actors who might attempt to exploit your critical systems and gain access to your networks.

ALERT REPORTING AND CONTINUOUS MONITORING

Integration of and action on threat intelligence in your security processes is a key component of a robust intelligence cycle. FTI Consulting enables the flow of collected information and developed intelligence into existing network tools, like firewalls and intrusion detection systems, along with the automation of response processing that accelerates collaboration with IT security personnel and the broader cybersecurity community. Each phase of the threat intelligence cycle informs the ongoing risk monitoring that our client requires.

FTI Consulting differentiates itself by having deep experience across cybersecurity, data analytics, and IT risk assurance to help organizations manage risks in today’s ever-changing technical landscape.

CLIENT SUCCESS STORIES

- Analyzed the cybersecurity policies for a large financial services entity, which included a review of contemporary policies, former examiner procedures, and comprehensive legal analysis and recommendations. The objective was to determine that the cybersecurity policies and controls in place were consistent with the Securities and Exchange Commission's Regulation S-P.

The team delivered the client a detailed report providing a thorough justification for the conformity assessment. The client was able to use the analysis in its response to an official inquiry by a U.S. government agency.

- Performed a source code review of over 3 million lines of code for a ride-sharing entity accused of anti-competitive practices. This review

included unit testing specific sections of code blocks referenced in the complaint. The team helped prepare a detailed and successful presentation for the Department of Justice to combat the accusations.

- Served as the IT Internal Audit function for several insurance providers. The team worked with management to perform a risk assessment, define the scope of audit procedures, perform tests of design and control effectiveness for IT systems, and evaluate control gaps or deficiencies. At various points, FTI Consulting also provided independent post-implementation review assessments of new claims platforms and assessed cybersecurity processes and controls currently in place.

- Performed an assessment and review of the information technology systems supporting an industrial company's operations. The team reviewed system code and automated procedures to ensure controls were designed adequately to address both operational and compliance risk. The review also included comprehensive analysis of the operating effectiveness of those controls utilizing historical data extracted from various operational systems. This work allowed the company to seamlessly prepare for a Consumer Financial Protection Bureau (CFPB) examination and also created a foundation for internal audit to perform future reviews or respond to additional regulatory requests.



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EXPERTS WITH IMPACT™

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk, and resolve disputes: financial, legal, operational, political and regulatory, reputational, and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges.

www.fticonsulting.com

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