

**Deloitte.**



**Intelligence Services Centre**

Delivering intelligence when it's needed so you can make decisions and take action

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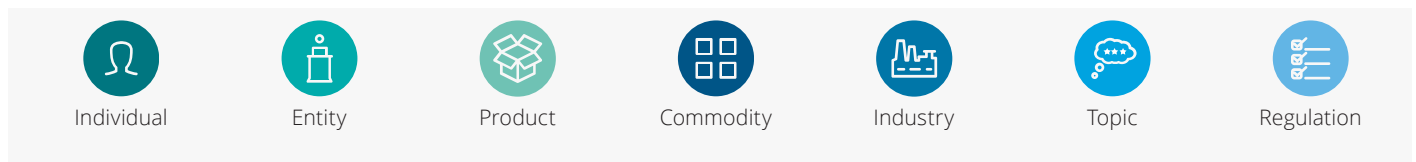
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# We tailor our intelligence services to meet business needs with IntaaS

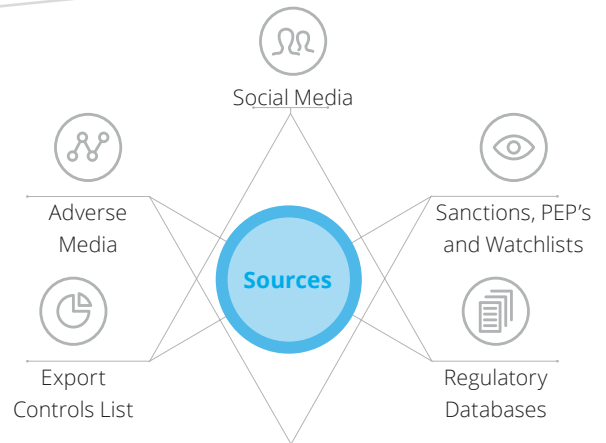
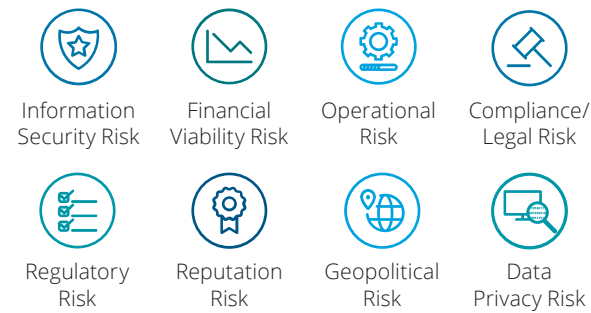
The Intelligence Services Centre (ISC) provides a one-stop shop, from monitoring large volumes of third parties, regulations or the digital impact of a new to market product. We are experts in providing technology-enabled, intelligence focused managed services and have a portfolio across a wide array of propositions.

We apply our expertise, methodologies and technology to deliver comprehensive reports that address the questions that matter and the insights that count, supporting clients to understand topics key to their strategic and operational decision-making process.

## Service lenses



## Risk domains



## Output



IntaaS combines multiple open sourced data streams to identify and manage risks across a broad range of risk domains globally and across industries

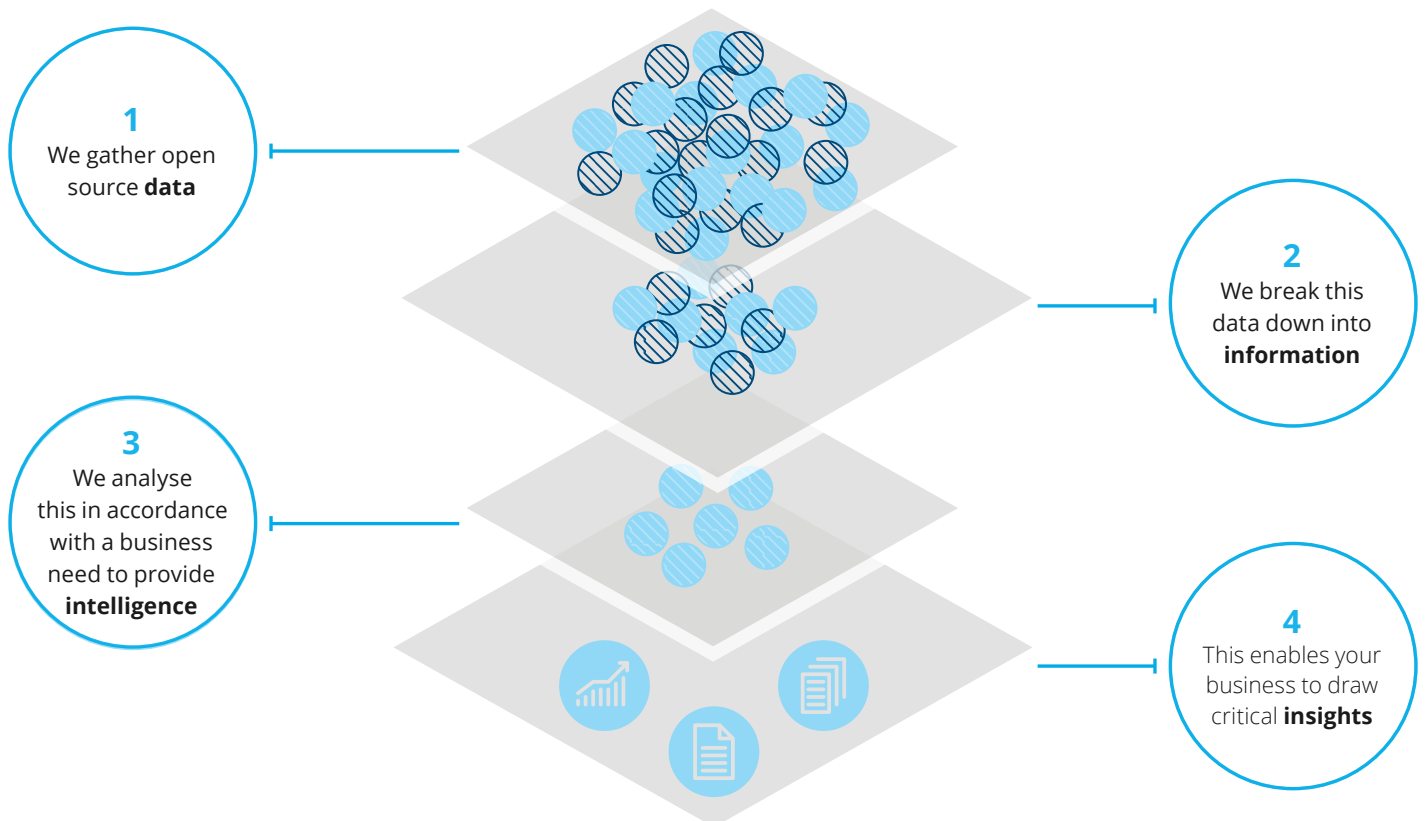
# We deliver intelligence when it's needed to the people who need it

Data and open source information help organisations navigate and manage the complexity of today's risky and interconnected world. However, the sheer volume of what's out there is often overwhelming, making it difficult to distinguish crucial insights from noise.

Our intelligence services help to cut through this noise with the latest technology and smart human analysis. We start with the business critical questions that you need to answer, building out the right solution to provide the intelligence that's needed to make decisions.

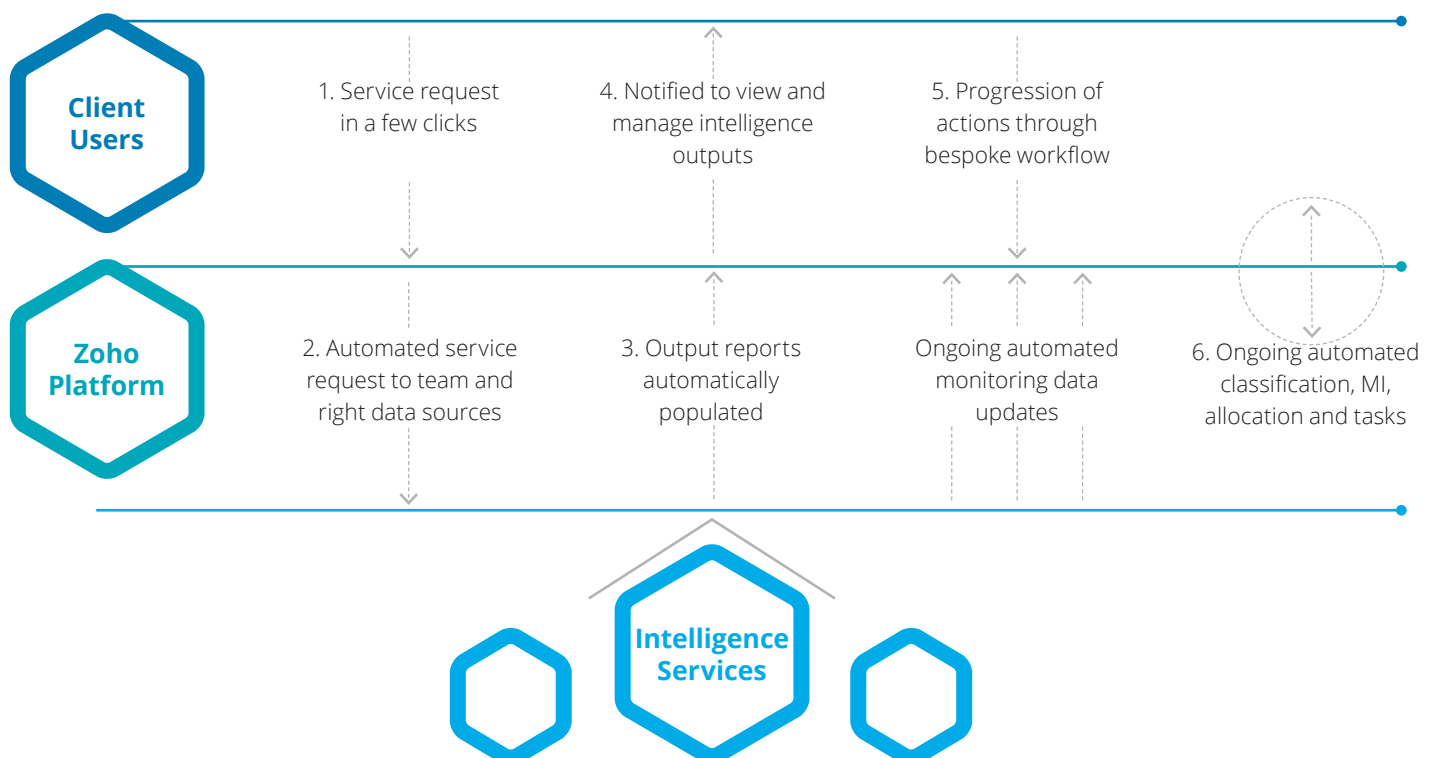
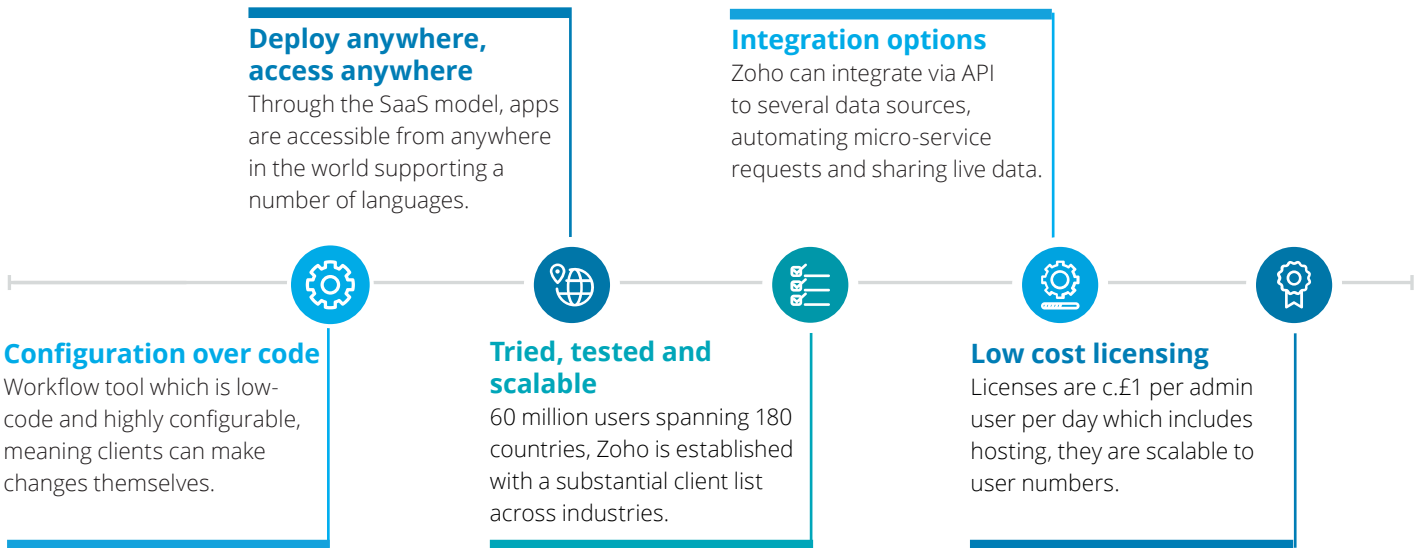
Many services in the market end at passing on data or delivering information solutions. With these, organisations are left to distil and interpret the findings on their own to reach useful insights. By delivering intelligence we're doing the leg work, enabling your organisation to focus on what really matters: spending time making proactive decisions and taking informed action.

Whether you want to identify and map risks across your ecosystem of suppliers, track perspectives relating to your organisation's brand and expertise, or understand the landscape of external events and forces in your operating environment, our team is here to help.



# Intelligence Case Management and MI

IntaaS can be managed E-2-E using Zoho, a case management system that includes over 40 different applications to support a complete business ecosystem.



# We use intelligence to answer critical business questions



# We have a track record of working with businesses to deliver intelligence in their time of need



## Third party risk

A global pharmaceutical company wanted to better understand the risks associated with their supply chain. We delivered continuous monitoring coverage of our client's extensive ecosystem of more than 170,000 third parties.

By uncovering obscure threat events including those falling under ESG, we enabled our client to take immediate action to mitigate risks in their supply chain.

We tailored to our client's specific risk concerns and profile, used natural language processing and machine learning to review data at scale, checked sector specific sources and data sets, and integrated with the client case management system to allow rapid alerting.



## Brand protection

A leading consumer business has set a strategic priority to implement a function that would help enforce and deliver visibility of compliance with global and internal regulations.

Deloitte conducted in-depth discovery - which allowed a set of use cases to be designed and implemented - and in just over two months, Deloitte designed, implemented and ran a managed service operating globally across social media marketing channels (Twitter, Facebook, Instagram, YouTube), delivering visibility and reporting on compliance.

This provided the client an opportunity to identify instances of non-compliance with existing regulations and to immediately address critical events.

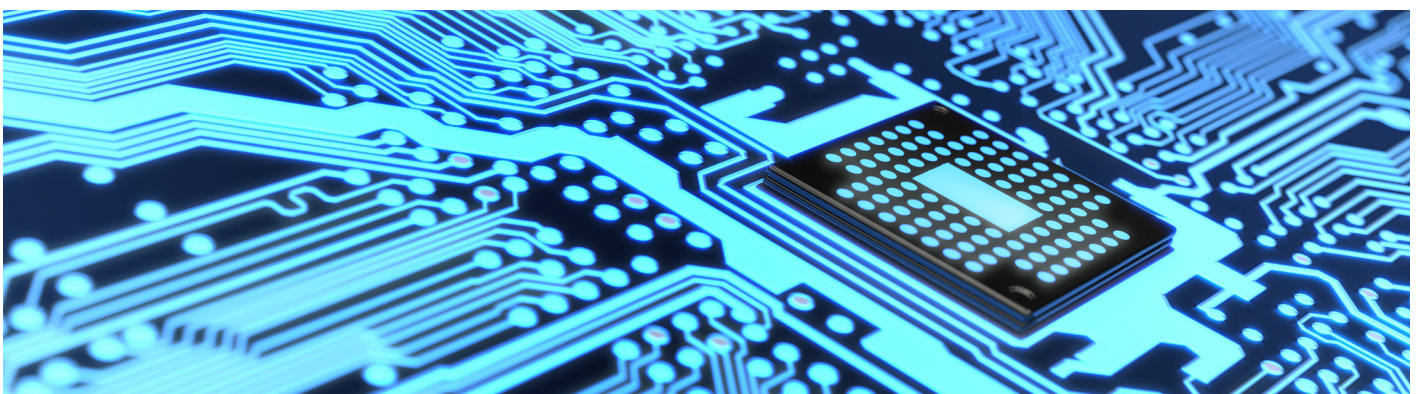


## Incident preparedness

A leading pharmaceuticals conglomerate set a strategic priority to both understand and optimise their global digital presence through a quantified analysis of their digital performance relative to their competitors.

Deloitte used accelerators from a suite of intelligence and digital marketing assets to collect quantitative and qualitative data and evaluate findings against the methodology - this included SEMrush data on keywords, traffic and authority score.

This provided the client an opportunity to understand online performance across various therapeutic areas, get a focused view of digital trends and changes, stay ahead of their competitors and to establish a company action plan to optimise digital performance moving forward.



# We bring together cutting edge technology and analytical expertise to deliver quality intelligence

Our intelligence services make intelligence accessible to the businesses we work with. Our team is equipped with the people, technology, data and approach required to provide organisations the intelligence support that they need, no matter the business challenge.

We build and deliver services which provide impactful and actionable intelligence to decision makers when it's needed and for as long as it's needed. This saves your business the hassle of managing multiple providers or building in-house intelligence capabilities.

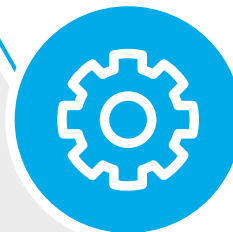
We believe that **quality intelligence requires the right blend of human and technological input.**

We believe that quality intelligence requires the right blend of human and technological input. Our services are heavily enabled by technology, but driven by humans, bringing together the computational and cognitive power of the two.

Technology does the heavy lifting:

- we use a suite of technology platforms to exploit cutting edge functions such as natural language processing, machine learning and entity extraction
- conducts searches in 40+ languages across 4 million+ sources covering more than 300 risk event types
- we use artificial intelligence to reduce the human burden of collecting, grouping and sifting findings.

**Technology** does the heavy lifting



**Humans** provide the nuance

Humans provide the nuance:

- over 60 years of combined experience in intelligence from military, law enforcement and security agencies
- a multilingual and multidisciplinary team who understand how findings relate to different industries and regions
- utilise proven intelligence methodologies to drill down into the data and identify the 'so what' and 'what's next'.

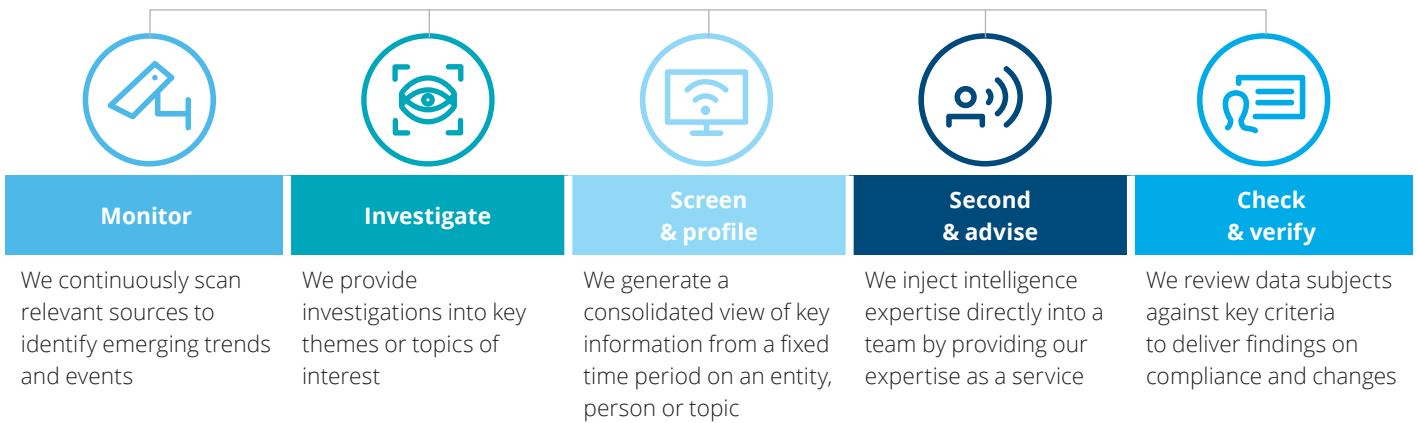


# We tailor our intelligence services to meet business needs

Our intelligence services build services in a modular fashion to tailor our intelligence offerings to your business needs. We draw on a range of approaches to develop solutions to answer your business questions and improve decision making.

Clients can select from a broad suite of services covering different types of risk, with outputs ranging from alerts on time-sensitive developments, to in-depth investigative reports, inventories and profiles.

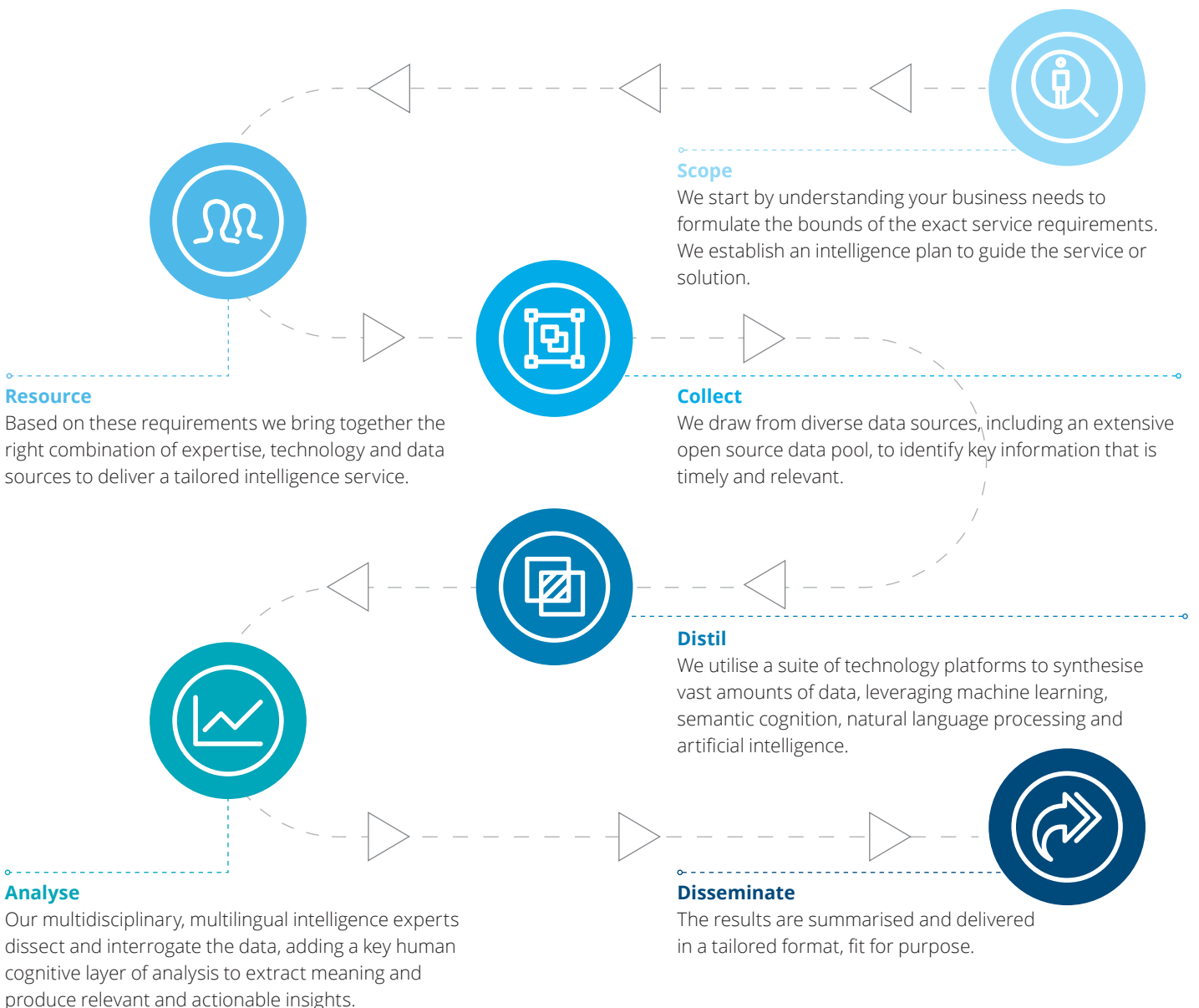
## Capabilities



# We work with organisations to deliver intelligence solutions

## Engagement, iteration & improvement

Throughout our process we work with your business and team to continuously learn from what works, improve what doesn't and develop our services so they remain relevant and cutting edge.



# Our approach generates real benefits

Businesses get access to a fully resourced intelligence team allowing them to reap a multitude of benefits.



## Enable decision makers

The intelligence we deliver moves beyond data and information with the aim of helping your organisation make better informed decisions to plan ahead and take action.



## Focus on what matters

We eliminate the noise and deliver exactly what's needed so you can focus on managing your business rather than collecting intelligence.



## Receive intelligence on demand

Our team provides a one-stop-shop for any intelligence needs. Whether it's monitoring large volumes of third parties, mapping out reputational issues or deep diving into customer sentiment around a product, we work with your business to understand and deliver your intelligence needs.



## Tap into a global network of experts

In addition to our intelligence capabilities, we bring the reach and specialist expertise of a global network. Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our network of member firms in more than 150 countries and territories serves four out of five Fortune Global 500® companies.



## Gain an outside-in view

Our intelligence gives an impartial perspective on the opportunities and challenges arising in an organisation's external environment to help them operate more confidently.

“

Deloitte was able to provide high grade analysis on multiple data sources which directly fed and improved the risk management framework of the company. Products like this support the future of business decision making.”

**Group Insurance & Risk Manager, Global B2B events company**

“This service would be of great interest to anyone seeking a managed service to help them deal with a raft of challenges, from protecting their brand and reputation, to informing strategic decision making.”

**Chief Security Officer FTSE 100 company**

“Deloitte combines the reassurance of a highly trusted brand, delivering a polished product with bespoke responsiveness, allowing me to swiftly answer the challenging questions asked by my Board.”

**Chief Security Officer FTSE 100 company**

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