

boomi

Mitigating Risk With Integration and Automation: A Boomi Playbook for Audit and Compliance Teams and IT

How IT can use the Boomi Enterprise Platform to help audit and compliance professionals reduce risk, shrink audit workloads, and improve employee experiences.





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How Do You Reduce Risk?

If you work in audit or finance, that question may be keeping you up at night.

If you work in IT, that same question might be nagging you when it comes to preventing data leaks and stopping cyberattacks. You might also be wondering how to reduce the risk of long, complex manual processes breaking down, leading to frantic help desk calls and reduced employee productivity.

At Boomi, we've discovered that these two types of risk — audit risk and operational risk — are interrelated. And we've learned first-hand that IT organizations have a unique opportunity to dramatically reduce regulatory and compliance risks across the organization, while at the same time streamlining operations, reducing help desk requests, and improving employee experience overall.

In this ebook, we'll give you our playbook for doing just this.

Our strategy is pretty straightforward. In a nutshell, when you connect systems and automate processes, you dramatically reduce audit and compliance risks. You eliminate guesswork and mistakes. You substantially simplify reporting. And you improve data security and employee experience at the same time.

Here's how Boomi's Vice President and Global Head of Internal Audit and Risk, Waseem Samaan, CPA, CIA, puts it: "At Boomi, integration and automation are the cornerstones of our risk mitigation efforts. We strategically use the [Boomi Enterprise Platform](#) to address diverse risks and proactively remediate audit findings."





Waseem's role at Boomi focuses on risk, compliance, and audit. His team is lean but hyper-productive because Boomi integration and automation technology makes their lives easier in these areas:



Risk and Compliance

The Boomi platform minimizes human error, improves data accuracy and consistency, enhances control, enables timely response, simplifies reporting, and tightens security measures. Boomi reduces the likelihood of mistakes and non-compliance while managing risks more effectively.



Audit

Boomi streamlines procedures, ensures complete and accurate data, and frees up time to concentrate the audit and compliance team's efforts on areas of greater risk. The platform also reduces the need for extensive testing and sampling – lowering audit costs.

In this ebook, we'll take a quick look at the Boomi Enterprise Platform. Then we'll outline seven principles that Waseem and his team follow when working with Boomi's internal IT organization to use the Boomi platform to reduce risk across the organization. Finally, we'll take a look at several projects at Boomi that might give your own IT organization ideas for applying Boomi integration and automation in your own organization for reducing risk.

01

Meet the Boomi Enterprise Platform



The [Boomi Enterprise Platform](#) is a highly scalable, secure, cloud-native platform for building and managing integrations and automations. Boomi's low-code platform makes it easy for developers — and even business users — to quickly build integrations and automations using AI-powered processes and drag-and-drop design tools. Boomi also gives developers full control over the configuration and customization of everything they build — in accordance with security and access policies approved and managed by IT.

What that means for audit, compliance, and finance teams is this: Your IT organization can help you achieve the benefits we describe here without expensive, time-consuming IT projects. All the projects described in this ebook were completed by a very small IT team at Boomi, using the built-in capabilities of the Boomi platform under guidance from our audit and compliance team.

The Boomi Enterprise Platform offers three key services that can help audit and compliance teams reduce risk:



Integration

[Boomi Integration](#) helps you connect applications fast, using pre-built connectors and AI-powered guidance drawing on over 200 million integrations. You can quickly build simple or advanced integrations then deploy them wherever you like: on-premises, in the cloud, or in a hybrid configuration.



DataHub

[Boomi DataHub](#) is a centralized data management service for connecting and maintaining synchronized “golden records” across applications and systems in any business environment. DataHub ensures your business has the data quality, consistency, and visibility it needs for moving faster and making better decisions.



Flow

[Boomi Flow](#) makes it easy to build applications and automate workflows to create frictionless digital experiences for customers, partners, and employees. With Flow, you can share trusted data across your business, breaking down legacy IT barriers to gain 360-degree insight across products, employees, and customers with a single, accessible repository that supports both analytics and operations.

Boomi brings all these services together in one easy-to-use platform. No more switching between different tools when trying to build connections, identify trustworthy data, and automate processes. No more having to treat data management and automation as two distinct domains. With Boomi, everything's available in one platform trusted by more than 20,000 customers.

02

Hitting the Target: 7 Principles for Reducing Risk



Now that you know something about the Boomi platform, let's talk about best practices for reducing risk.

All seven principles listed here build on the idea of letting technology do what it does best: reliably, repeatedly do something exactly the way it should be done to best support your business.

Here are our seven key principles for reducing risk.

#1

Minimize Human Error

Let's face it: the more manual and ad hoc a process is, the riskier it is. Employees mean well, but they sometimes make mistakes. They forget or misremember steps. Sometimes they cut corners. And all these anomalies create risk. And those risks can lead to compliance violations, data leaks, and more.

Automation connects all the dots reliably — every time. Boomi automation eliminates or reduces manual processes often prone to honest mistakes (such as "fat fingering") or fraud.

Statistically, manual processes increase the chance of error by 1 to 5 percent, depending on the complexity of the task, the expertise of the individuals involved, and the presence or absence of quality control measures, such as an independent reviewer. Automation eliminates the human component. It also includes saving money on headcount and making processes more scalable.

One other benefit of minimizing manual work: At Boomi, we've found this kind of automation reduces our audit fees. Manual processes require much more testing. But with an automated process, you only test it once. That's a huge time and cost savings.

#2

Improve Consistency and Standardization

Automation ensures that processes and controls are consistently applied across the organization. The standardization that comes free with automation minimizes variations and deviations that can introduce risk.

With Boomi, automated systems use predefined rules that reduce the likelihood of errors or non-compliance. Employees can't override automation (unless they have Admin access — and even then their changes are monitored). Boomi gives you an easy way to systematically enforce best-practice procedures throughout the company.

#3

Enhancing Data Accuracy and Integrity

Integrating systems enable seamless data flows and real-time synchronization between applications and databases. That synchronization reduces the risk of discrepancies and inconsistencies from manual data entry or system transfers. Accurate data promotes better financial reporting and timely decision-making.

#4

Increasing Control and Compliance

The Boomi platform's built-in security features, encryption, and adherence to industry standards ([including PCI DSS, FedRAMP, HIPAA, SOC 1 and 2, and others](#)) contribute to compliance with data protection and privacy regulations.

Boomi's automation capabilities enable teams to implement robust control mechanisms. Using Boomi, you can create workflows and approval processes that ensure transactions and activities follow predefined rules.

One example is compliance for contingent workers. There are a lot of rules from a regulatory and benefits perspective, and it can expose you to all types of risks. But within Boomi, we've automated the onboarding and termination process using the Boomi platform. Everything is beautifully connected and automated, including approvals, contract and PO creation, systems access, and training — right to when everything needs to be turned off.

Auditors oversee key processes and controls within their companies. The Boomi platform provides a 360-degree view of our automated processes. That visibility and transparency are invaluable because audit teams can assess the effectiveness of controls and identify areas for improvement.



#5

Timely Risk Identification and Response

Real-time monitoring can provide the control owners and management with immediate notifications of potential issues or anomalies in the data integration process. This proactive approach helps identify if something has broken down, making it easy to address the issue and risk promptly – before they escalate. The Boomi platform automatically detects and flags unusual patterns or transactions.

#6

Streamlining Auditing and Reporting

One of the most useful aspects of the platform for audit professionals is the ability to automatically generate accurate and comprehensive audit trails, logs, and reports. Automated reporting enables real-time access to critical information, empowers management to make timely decisions, and enables teams to respond promptly to risks.

Manual processes generally carry higher risks. And the higher the risk, the more evidence and sampling an auditor needs to ensure data reliability.

With manually uploaded reports, evidence must be provided with each execution to validate the accuracy and completeness of the data. So, each execution ends up requiring reconciliation and independent review – and that work, in turn, requires additional time and resources. Automating and integrating processes eliminates the need for extensive validation efforts to establish data accuracy and integrity – saving the business time and money.

With the Boomi platform, compliance and audit professionals can also easily access records required for SOX compliance. That reduces the effort required for manual data collection and analysis.

Preparing for audits requires less time because the information is always readily available. ([One Boomi customer](#) also told us they no longer need extensive prep time with their auditors because the processing reporting documentation is always at their fingertips.)

#7 **Strengthening Security**

Boomi has best-in-class security features. Automating security protocols enables our team — and yours — to better protect sensitive data, systems, and resources from unauthorized access or breaches.

The Boomi platform was essential [when our business was carved out](#) of Dell Technologies, and we needed to securely stand up and integrate all of our independent systems in just 180 days after the divestiture.

But there are many other examples of how the Boomi platform helps mitigate risk daily. We've built a process that manages third-party risk with new vendors. They include integration and workflow approvals for due diligence, security, related-party, government-related, and privacy assessment.



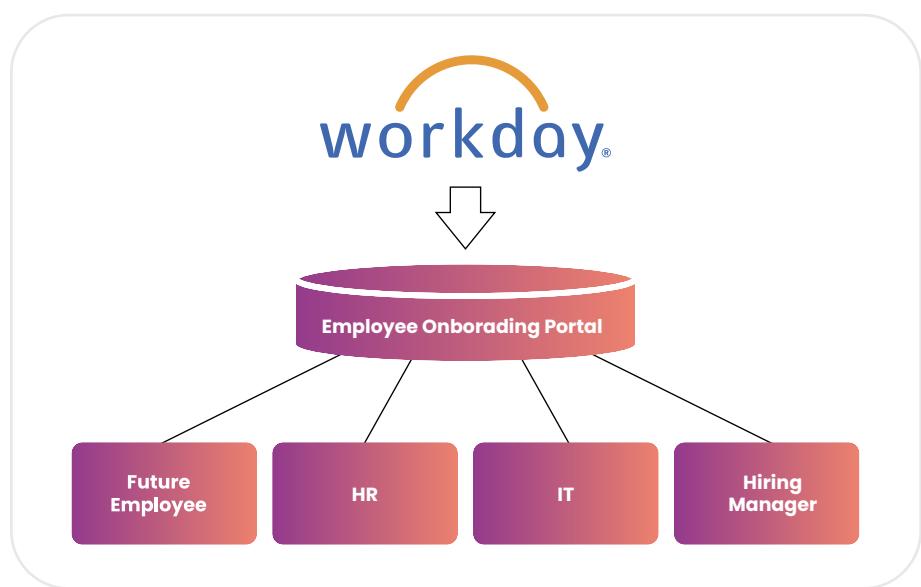
03

SUCCESS STORIES

Put Risk Reduction Principles To Work With Boomi

Here are four examples of how we at Boomi use our own platform to put these principles to work, reducing risk and ensuring compliance.

Integrating Workday and Concur for Instant Data Accuracy and Fraud Reduction



Boomi Service: Integration

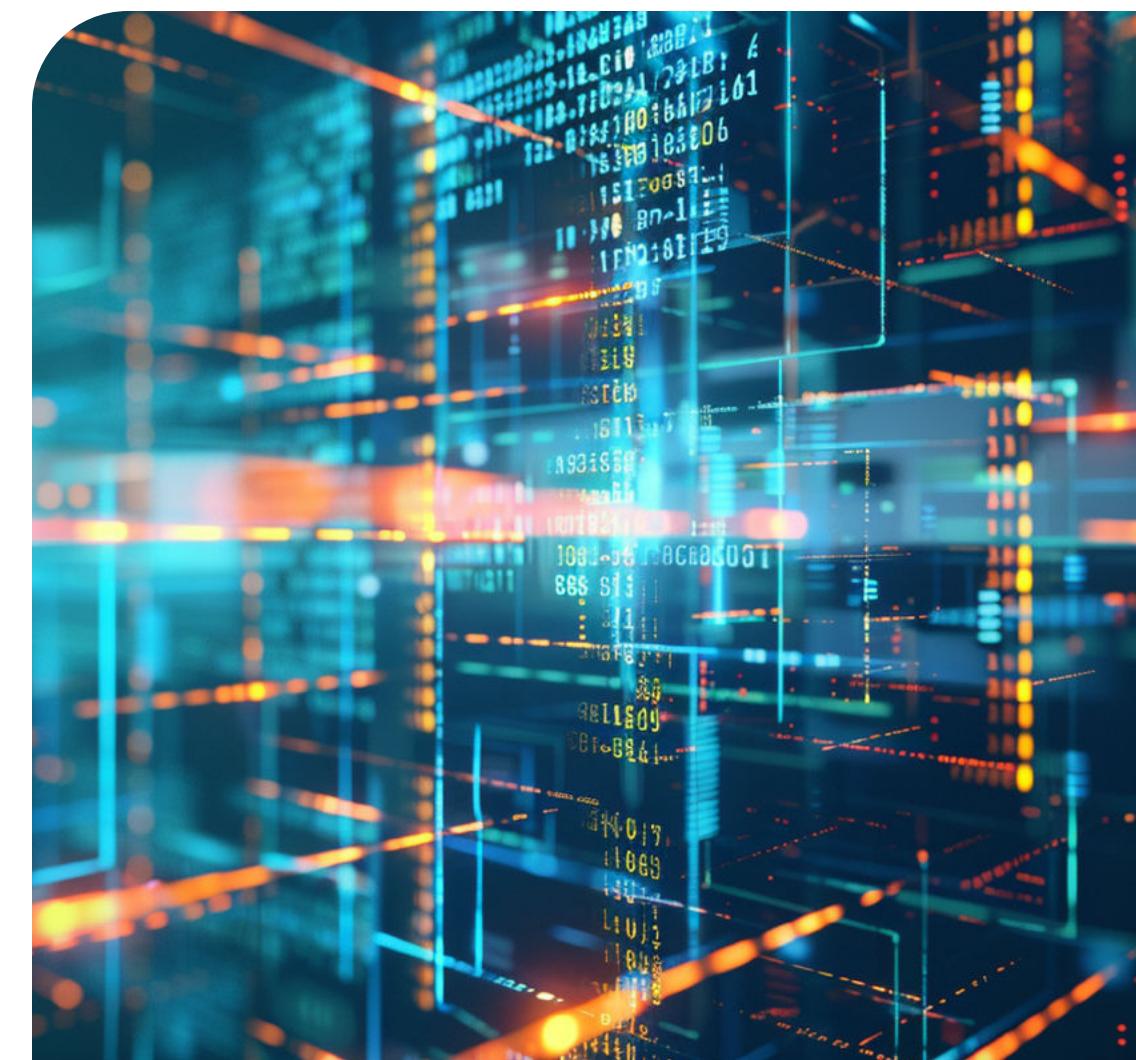
Workday is our system of record for Human Resources, Concur handles our expense reimbursement for employees, and NetSuite is our enterprise resource planning (ERP)

system (general ledger). Within the Boomi Enterprise Platform, Boomi Integration connects the systems so that data flows between them seamlessly. So when a new employee joins the company, their profile is automatically created in Concur based on the Workday data. That includes what department will be billed for future expense reports and the correct manager needed to approve them. If the employee subsequently transfers departments, the new manager is automatically updated in Concur based on the Workday profile. There's no manual effort involved. Hence, there's no reduction of risk.

From an audit perspective, integration minimizes the risk of fraud because no one can create a phantom employee or a fake manager to file expense reports since the source system is Workday.

We also use the Boomi platform to ensure employees immediately lose access to all systems and corporate credit cards when leaving the company.

(We have automated ITGC provisioning and de-provisioning controls.) That safeguards our information/assets and saves money by not wasting expensive licenses for people no longer with the company. ([Third parties are involved in at least 29% of data breaches](#), and [88% of data breaches are caused by employee mistakes](#).)





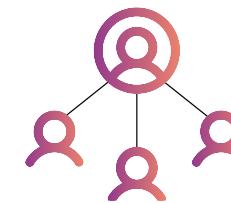
Integrating Salesforce and NetSuite for Timely Risk Identification and Response

Boomi Service: Integration

We've integrated our Salesforce CRM with NetSuite for billing and revenue recognition. In our process, sales orders are approved in Salesforce and then pushed to NetSuite for billing. If the integration fails for any reason, an error report is generated automatically. That way, the process owner can identify and fix the problem quickly. So, we never jeopardize timely billing or miss recognizing revenue.

We never have to wait for a monthly or quarterly reconciliation report to correct errors. There's greater confidence that we understand what's happening in the business and that everything is always working as it should.

NetSuite Purchase Request Delegation Tool



Boomi Service: Flow

Our internal NetSuite delegation tool, built with Boomi Flow, provides an easy way for a Boomi NetSuite user to identify a delegate to cover for them reviewing and approving

purchase requests while they are out of the office. The NetSuite user simply logs in to the NetSuite Delegation application, uses the dropdown menu to select their delegate, selects start and end dates, and finally, selects the time zone they are located in to ensure their selected delegate covers for them at the appropriate time. While the user is away, the NetSuite Delegation application automatically reroutes all their purchase request approvals to the designated delegate and lets others know whom to contact while the user is out of the office. The result? Peace of mind that purchase requests are being handled quickly, efficiently, and correctly by the authorized party, even when the usual purchase request approvers are away.

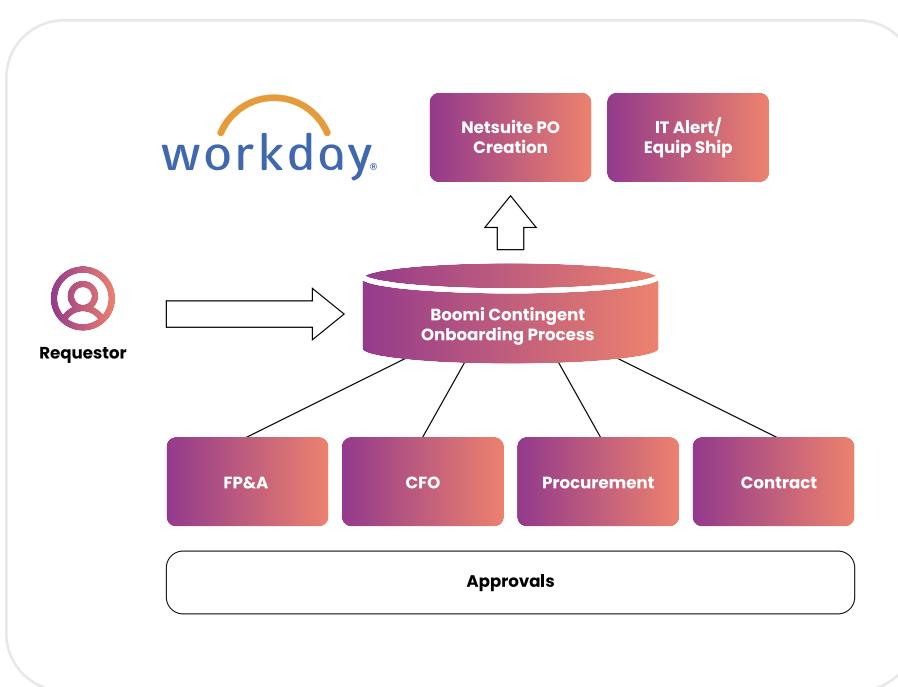
Contingent Worker Onboarding Process

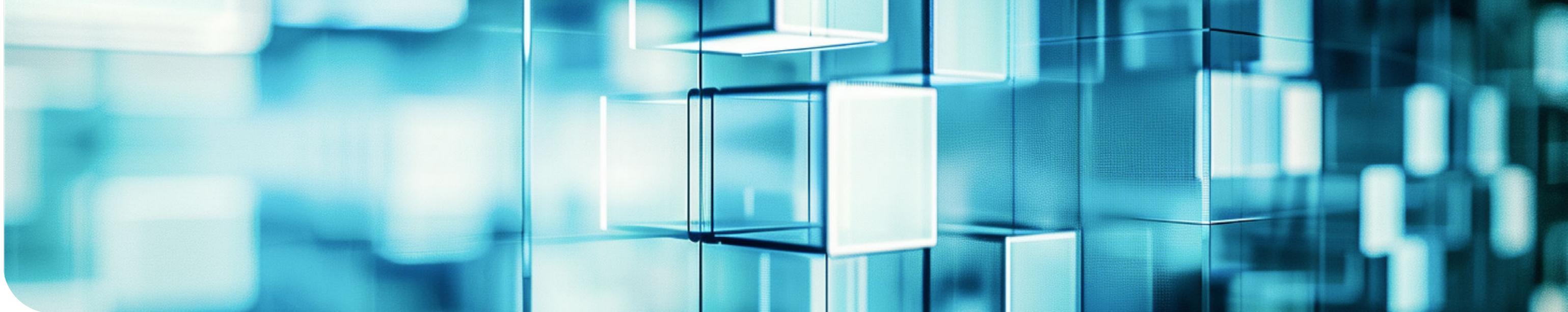
Boomi Services: Integration, Flow

This application streamlines the contingent worker onboarding process. It guides the requestor step by step through the entire process from identifying the need for a contingent worker, acquiring the required approvals, getting the new worker's data loaded into Workday, and getting new equipment on order.

Before we developed this tool, the contingent onboarding process was made up of an ad hoc series of emails, Slack messages, and meetings with a degree of tribal knowledge. The Boomi Contingent Onboarding Process (BCOP) tool eliminates the guesswork and guides the user through the entire process with an automated approval engine built in.

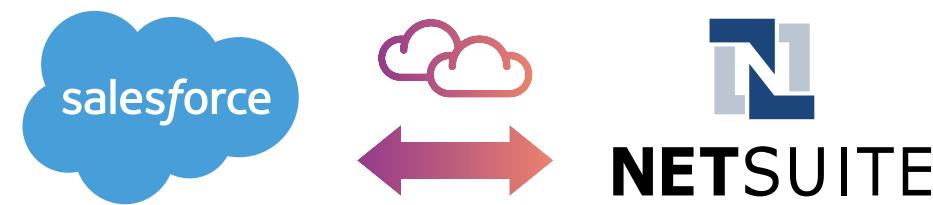
There's no guessing about what the next step is or when approvals have been granted. The tool informs the user of what info is required for the current step, what happens next, and the current status of all contingent onboarding requests made.





Automating Sales Order Creation in NetSuite

Boomi Services: Integration, DataHub
Our Salesforce to NetSuite integration automates the creation of sales orders in NetSuite. Once the customer account is synced between Salesforce and NetSuite and an opportunity is won, the sales rep simply needs to select “Send to NetSuite” from the NetSuite Integration Status dropdown menu to create a sales order in NetSuite. The integration automatically adds all required information from Salesforce to the sales order.



To make the integration as efficient as possible, we set up Boomi DataHub to collect and manage all the required customer records in one place. Centralizing customer data in DataHub eliminates the need to make many different API calls every five minutes to each endpoint involved in this process. It also allows us to send updates from Salesforce to many endpoints, in real time, without the need to have separate integrations that all have a separate connection to Salesforce. It is just one connection from Salesforce to DataHub, and then DataHub to anywhere.

Benefits:

- Eliminates the need to use data extraction and bulk loading tools
- Supports required customizations in both Salesforce and NetSuite
- Ensures the accuracy and timeliness of customer and order data going from Salesforce to NetSuite

This workflow is available as a recipe in Boomi Discover.

An Opportunity for Partnership

Regulatory risk isn't going away. In fact, regulations in areas such as data privacy and AI usage are steadily increasing. Fortunately, by automating processes and reducing the risk of errors, you can minimize compliance risks while streamlining operations and improving employee experiences.

As the examples in this ebook show, Boomi makes it easy to build integrations and automations that streamline procedures, eliminate errors, and improve experiences for customers, partners, and employees. Working closely with the Finance organization, a small IT team can take on these projects and deliver results that will:

- Minimize risk for the organization overall
- Help ensure compliance with company policies and industry regulations
- Accelerate workflows in Sales, Finance, Logistics, and other departments
- Reduce errors in business-critical financial processes
- Reduce IT help desk workloads
- Improve digital experiences

These are the results we've achieved at Boomi, applying this collaborative approach between Finance and Audit teams and a small team of IT practitioners.



We're confident that other businesses can reap these same benefits from this type of collaboration.

Interested in learning how your company can use the Boomi Enterprise Platform to reduce risks for audit and compliance? Contact us at riskreduction@boomi.com.



ABOUT BOOMI

Boomi, the intelligent integration and automation leader, helps organizations around the world automate and streamline critical processes to achieve business outcomes faster.

Harnessing advanced AI capabilities, the Boomi Enterprise Platform seamlessly connects systems and manages data flows with API management, integration, data management, and AI orchestration in one comprehensive solution. With a customer base exceeding 20,000 companies globally and a rapidly expanding network of 800+ partners, Boomi is revolutionizing the way enterprises of all sizes achieve business agility and operational excellence. Discover more at boomi.com.