

■ SERVICE BRIEF

UpGuard Third-Party
Risk Management
Deployment





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's deployment services for UpGuard's Third-Party Risk Management (TPRM) platform.

These services are designed to operationalize UpGuard's third-party risk workflows by onboarding vendors, configuring automation, and aligning the platform with the customer's risk management objectives.

This service engagement is governed by this Service Brief and associated with SKU: SEC-UPGUARD-TPRMDEPLOY. The quantity defined in the quote determines the number of third-party vendors to be onboarded, assessed, and configured within the UpGuard platform under this engagement.

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01. Services Overview

Redesign's UpGuard Third-Party Risk Management Deployment Services deliver a structured onboarding of vendors into the UpGuard platform and configure core platform components to enable efficient risk assessment, tracking, and workflow automation. This includes mapping vendor tiers, triggering UpGuard assessments, integrating customer policies, and customizing vendor engagement communications.

Services are delivered remotely and are broken into structured phases to ensure consistency and completeness.



02. Offer Structure

PRIMARY SERVICES

Includes:

- Deployment of the UpGuard TPRM platform with vendor onboarding
- Basic configuration
- Policy linkage
- Scan initiation for the quantity of vendors defined in the quote

OPTIONAL ADD-ONS

Separate SOW

May include:

- Continuous monitoring integration
- Remediation assistance
- Advanced risk scoring
- Vendor outreach management
- Or integration with GRC/ticketing platforms

03. Project Scope

This engagement focuses on the initial onboarding and configuration of the UpGuard platform to support third-party vendor assessments at scale. The deployment will support onboarding and analysis for a defined number of vendors.

In-Scope Activities

- Initial platform and account configuration
- Vendor data import and setup (via CSV, API, or manual entry)
- UpGuard risk scan initiation and tier assignment
- Questionnaire configuration (UpGuard templates or customer-provided)
- Notification template setup (email communications for vendors)
- Kickoff of risk assessments and monitoring for each vendor
- Baseline risk reporting

Platform Requirements

- An active UpGuard license/subscription
- Admin access to the UpGuard platform
- Vendor list provided by Customer with required contact and metadata

04. Quantity & Effort Model

- **Service SKU: SEC-UPGUARD-TPRMDEPLOY**
- **Quantity: Number of third-party vendors to be onboarded and assessed referenced in quote**
- **Work per Unit Includes:**
 - Vendor entry and tier assignment
 - External risk scan execution
 - Questionnaire initiation (if applicable)
 - Communications and status tracking
 - Inclusion in platform reports

EXAMPLE

A quantity of 50 under SKU SEC-UPGUARD-TPRMDEPLOY covers onboarding and configuration of 50 vendors into the UpGuard TPRM platform, including initiation of risk scans and vendor assessment workflow.

05. Services & Key Activities

Stage	Key Activities
 Pre-Deployment Planning	<ul style="list-style-type: none"> ▪ Gather vendor data from Customer ▪ Validate UpGuard subscription and platform access ▪ Align on vendor tiers and questionnaire policy ▪ Define communication and review cadence
 Platform Configuration	<ul style="list-style-type: none"> ▪ Configure risk tiers and assessment workflows ▪ Import vendor list and assign tier mappings ▪ Customize notification templates ▪ Load standard or custom questionnaires ▪ Configure risk thresholds and alerts
 Vendor Onboarding and Assessment Kickoff	<ul style="list-style-type: none"> ▪ Launch external UpGuard scans ▪ Distribute questionnaires to vendors (if scoped) ▪ Track completion and monitor responses ▪ Identify high-risk or non-responsive vendors
 Reporting & Handover	<ul style="list-style-type: none"> ▪ Deliver onboarding summary with vendor risk baseline ▪ Transfer ownership of vendor engagement and tracking ▪ Provide usage tips and best practice recommendations

06. Deliverables



**Configured UpGuard
TPRM platform
(initial setup)**



**Vendor Onboarding
Summary Report**



**Baseline Risk
Overview Report
(per vendor or tier)**



**Knowledge
Transfer Session
(remote, 1 hour)**

07. Services Scope Changes

Changes to vendor count, questionnaire design, notification templates, or automation workflows must be mutually agreed upon in writing and may require a revised SOW.

08. Services Scope Exclusions

Unless otherwise specified, this engagement does not include:

- **Remediation activities for vendors**
 - **Continuous monitoring beyond initial onboarding**
 - **API or system integration (e.g., GRC, ticketing platforms)**
 - **Support for vendors unwilling to participate**
 - **Custom analytics dashboards**
 - **Legal, compliance, or risk classification consulting**
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09. Customer Responsibilities

- **Vendor List:** Provide accurate vendor list including contacts and tier data
- **Access:** Grant platform access to Redesign for duration of onboarding
- **Policy Alignment:** Share internal assessment policies and vendor communication expectations
- **Point of Contact:** Assign internal resource to coordinate and review onboarding progress
- **Platform Subscription:** Maintain valid UpGuard licensing for all scoped vendors

10. Services Schedule

- **Start Date:** Agreed upon after Redesign receives signed quote and vendor list
- **Completion:** Customer sign-off via DocuSign after delivery of onboarding report and knowledge transfer

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: SEC-UPGUARD-TPRMDEPLOY and quantity
- Vendor onboarding file provided by Customer
- Completed access setup for Redesign team

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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