

■ SERVICE BRIEF

UpGuard Third-Party  
Risk Management  
*Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Managed Services for Up-Guard Third-Party Risk Management (TPRM).

These services provide ongoing administration, monitoring, and vendor engagement within the UpGuard platform to support a scalable and continuously improving third-party risk program.

This service engagement is governed by this Service Brief and associated with SKU: SEC-UPGUARD-TPRMMANAGED. The quantity defined in the quote determines the number of third-party vendors actively managed under this engagement.

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# 01. Services Overview

Redesign's UpGuard TPRM Managed Services provide continuous operational support and vendor lifecycle management within the UpGuard platform. These services ensure vendors are regularly assessed, monitored, followed up on, and aligned to risk tolerances, while freeing internal teams from the burden of daily platform administration.

This engagement includes ongoing vendor onboarding, questionnaire administration, external scan oversight, vendor response monitoring, and reporting.



# 02. Offer Structure

## PRIMARY SERVICES

**Ongoing management and administration of UpGuard's Third-Party Risk Management features for a specified quantity of vendors.**

Includes:

- New vendor onboarding
- Risk assessments
- Ongoing monitoring
- Communication handling
- Monthly reporting

## OPTIONAL ADD-ONS

### Separate SOW

Available add-ons may include:

- SLA-based remediation follow-up
- Legal/risk policy alignment
- Custom dashboard development
- Integration with GRC or ticketing systems
- Executive briefings

## 03. Project Scope

This engagement covers the management of vendors and assessments within the UpGuard platform. Activities focus on enabling and maintaining third-party risk visibility and resolution workflows in alignment with Customer expectations and platform capabilities.

### In-Scope Activities

- New vendor onboarding (up to quantity in scope)
- Initiation of external scans and questionnaire assessments
- Monitoring for scan results, questionnaire completion, and risk changes
- Triage of vendor scores and assignment of internal follow-ups
- Reassessments for vendors on annual or quarterly cycles
- Monthly summary reports of vendor risk and engagement status

### Platform Requirements

- A valid, active UpGuard TPRM subscription
- Ongoing platform access for Redesign
- Defined vendor risk tiers or onboarding criteria

## 04. Quantity & Effort Model

### EXAMPLE

A quantity of 50 under SKU SEC-UPGUARD-TPRMMANAGED entitles the Customer to full-lifecycle support for 50 third-party vendors, including onboarding, scanning, assessment, communications, and reporting.

- **Service SKU: SEC-UPGUARD-TPRMMANAGED**
- **Quantity: Number of third-party vendors actively managed under this engagement**
- **This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief.** Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).
- **Work per Unit Includes:**
  - Lifecycle administration for each vendor
  - Scan monitoring, score triage, and questionnaire handling
  - Risk flagging and summary reporting
  - Communications tracking and follow-up/Inclusion in platform reports

## 05. Services & Key Activities

Stage	Key Activities
 Service Onboarding	<ul style="list-style-type: none"><li>▪ Service Onboarding</li><li>▪ Review Customer risk tolerance and vendor classification policies</li><li>▪ Establish communication templates and response workflows</li><li>▪ Align on vendor onboarding triggers and cadence</li><li>▪ Configure Redesign access and reporting expectations</li></ul>
 Ongoing Vendor Management	<ul style="list-style-type: none"><li>▪ Onboard new vendors into the platform</li><li>▪ Assign risk tiers and initiate assessments</li><li>▪ Send and monitor external questionnaires</li><li>▪ Track vendor responsiveness and scan results</li></ul>
 Reporting & Program Monitoring	<ul style="list-style-type: none"><li>▪ Deliver monthly vendor risk summary</li><li>▪ Track engagement KPIs (completion rates, risk trends, SLA adherence)</li><li>▪ Support audit-ready documentation exports</li><li>▪ Host monthly check-in (if scoped) with security/risk stakeholders</li></ul>

## 06. Deliverables



**Monthly Vendor  
Risk Summary  
Report**



**Vendor  
Questionnaire  
Status Tracker**



**Risk Tier  
Overview and  
Exception List**



**Monthly Stakeholder  
Review Session  
(virtual, 1 hour)**

## 07. Services Scope Changes

Scope changes such as an increase in managed vendor count, platform feature use (e.g., integrations), or significant workflow modifications must be mutually agreed upon in writing and may require a revised SOW.

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## 08. Services Scope Exclusions

Unless explicitly included in the SOW, the following are out of scope:

- **Platform deployment or system installation**
  - **Custom analytics, dashboards, or API usage**
  - **Integration with GRC, ITSM, or email platforms**
  - **SLA enforcement with vendors**
  - **Legal review of vendor responses or contracts**
  - **Continuous monitoring configuration beyond UpGuard's default options**
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## 09. Customer Responsibilities

- **Vendor Policy Ownership:** Define and maintain vendor classification tiers and risk thresholds
- **Platform Subscription:** Maintain a valid UpGuard license that supports the vendor quantity in scope
- **Access & Data:** Provide Redesign with administrative access to the platform and vendor contact details
- **Remediation Handling:** Act on risk escalations and track internal resolution
- **Participation:** Attend scheduled reviews and respond to monthly summary reporting

## 10. Services Schedule

- **Start Date:**  
Confirmed after quote acceptance and onboarding checklist completion
- **Reporting Cadence:**  
Monthly reporting and vendor engagement cycle
- **Completion:**  
Governed by contract term in referenced quote

## 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-TPRMMANAGED and quantity
- UpGuard platform access and licensing confirmed
- Completed onboarding checklist and vendor policy alignment

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

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