ServiceNow IRM owns the risk workflow.

Casebook, policy attestations, vendor questionnaires — the system of record is excellent. The problem isn't the UI.

The register still goes stale between reviews.

Tier-2 concentration shifts overnight. A CVE drops at 02:00 UTC. Your IRM record last moved in March. The board asks for a number — you reach for a spreadsheet.

> *"ServiceNow runs the workflow. ERIO makes every row in it live."*
>
> EKSELENS · ERIO

ERIO sits above IRM, not instead of it.

A risk decision-intelligence layer: 18 live feeds → Open FAIR £ curves → n-tier supplier graph → replayable audit. ServiceNow stays the system of record. ERIO keeps every row in it awake.

What a joint-customer buys.

VRM gets live concentration + sanctions. BCM dependency maps light up when a tier-2 takes a geopolitical hit. Policy attestations auto-refresh with DORA / NIS2 / SOC 2 Type II readiness. Every record carries a replay hash and a £ curve.

Compare notes?

If you're at ServiceNow, or running IRM at scale and feeling this gap — we'd love a 20-minute conversation. No pitch, just a pattern-match on what we're each seeing.

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