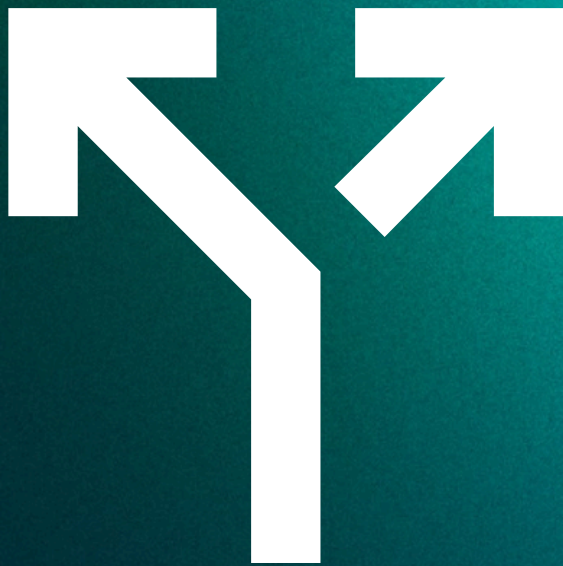


# How to choose the right GRC software for your business: A buyer's guide



# Introduction

Buying GRC software is rarely just a software decision.

By the time most organizations start reviewing platforms, they are usually already dealing with something more structural: **fragmented reporting, unclear ownership, too much manual chasing, weak leadership visibility, and governance activity spread across spreadsheets, inboxes, slide decks, and siloed tools**. The pressure to fix that can make the buying process feel urgent. But that urgency is exactly where poor decisions creep in.

That is one reason **software regret** is so common. [Capterra research](#) shows that **57% of UK businesses regretted at least one software purchase made in the previous 18 months, and 1 out of 3 said they should have clarified their goals and desired outcomes better before buying**.

In GRC, that risk is sharper still. You are not just buying another piece of software. You are often trying to **improve accountability, assurance, visibility, and resilience** across multiple teams, workflows, and reporting lines.

*"Selecting the right solution is critical, as many choices lead organizations down the road of complexity and cost, not just in implementation, but also in ongoing maintenance, management, and user experience."*

[Michael Rasmussen](#), GRC2020 Founder and GRC Pundit

gRC2020



So, the real challenge is not simply choosing a GRC platform. It is choosing one that **fits to how your business actually works today and can keep working as your needs evolve**.

That is where many organizations get stuck. By the time they begin reviewing GRC software, they are often already **frustrated by rigid tools, manual workarounds, and systems that have not kept pace with the business**. We often hear from enterprise risk and compliance teams: that their current platform looked fine on paper, but in practice it creates **friction, slows people down, and pushes work back into spreadsheets**, email, or disconnected in-house fixes.

They are not alone.

As the Head of Controls at Wickes, put it,

*"If the wider business cannot use the platform confidently, people fall back to what they know. Usually Excel and email."*

[Ryan Lee](#), Head of Controls, Wickes



1.0 Before you shortlist  
any GRC platform, define  
the real issue

# Before you shortlist any GRC platform, define the real issue

One of the biggest mistakes buyers make is entering the market too early. They start comparing GRC tools before they have properly defined the problem they want the tool to solve. However, while software can support a stronger approach, it cannot define that approach for you. If the underlying process is broken, a new layer of software can simply digitize confusion rather than solve it.

That risk is especially sharp in the GRC industry, where complexity is rising, not falling. PwC's Global Compliance Survey 2025 found that **85% of respondents said compliance requirements had become more complex over the previous 3 years, while 77% said that complexity had negatively affected growth-driving areas of the business.** In that kind of environment, it is easy to rush into solution mode.

This is why so many failed GRC buying processes begin with the “what.”

- What system are we replacing?
- What solutions do we need?
- What is the quickest route to go-live?

Those are fair questions. But they are not the first ones that should be asked.

Because GRC is not just a systems problem. It is a **business problem.**

The better starting point is **value.** Why is this investment being made now? What is the business trying to achieve? What needs to change at a board level?

Are you trying to support **growth**? Strengthen **decision-making**? Improve confidence in **reporting**? **Reduce exposure** to strategic risk? Move faster with clearer **accountability**?

That is the shift to value-based GRC.

1.0 Before you shortlist any GRC platform, define the real issue

As outlined in [CoreStream GRC's value-based approach](#), GRC should not sit as a defensive, tick-box function. It should actively **support business outcomes, improve transparency and accountability, and help organizations achieve their strategic goals with confidence.**

As our Head of Client Design puts it:

*"The difference between a GRC solution that truly works for you and one that doesn't, is often decided at the very beginning, before a single workflow is mapped, or a dashboard is built."*

[Lionel Matsuya](#), Head of Client Design, CoreStream GRC

That is why the strongest buying decisions do not start with tools. They start with clarity.

- What is the real **objective** this investment needs to deliver?
- What **risks** could prevent that objective being achieved?
- What needs to **change** across the business to support it?

Only once that is clear does it make sense to diagnose the **operational gaps**.

- Fragmented reporting?
- Slow evidence collection?
- Weak visibility for leadership?
- Manual follow-up?
- Poor usability outside the core team?
- A lack of integration across risk, controls, compliance, and audit?
- Or a system that never really matched the business in the first place?

These are symptoms. The real question is **what they are stopping the business from achieving.**

[Read the GRC home blog](#)



2.0 Set the buying criteria early: budget, timeline, and business ambition

# Set the buying criteria early: budget, timeline, and business ambition

This matters because speed on its own is not a strategy. A fast implementation is only valuable if it leads to something **usable and adaptable**.


Here, a past client of ours, Pool Re, offers a useful example. For them, the issue was not simply replacing an old system, but finding one **flexible** enough to support the way the business efficiently managed their complex risk needs. They described, their previous risk management system as “incredibly time-consuming and manual”, with even simple changes creating bottlenecks and pushing the team back into manual workarounds.

With this in mind, they were able to define the real problem clearly: they did not just need a newer platform. They **needed a system that was easy for the business to use, flexible enough to adapt in-house, strong on reporting and analytics, and capable of supporting core requirements like risk appetite, risk event tracking, policy attestation, and linking controls and actions without creating more admin.**

That lead them to us at CoreStream GRC.

*“CoreStream GRC met all of our must-haves. The feedback was that it was one of the most robust responses we received.”*

Helio Correa, Head of Risk, Pool Re



Want to hear more from this happy client’s journey to chose their platform?



[Learn more](#)

3.0 Get the right  
departments involved  
before the demo stage

# Get the right departments involved before the demo stage

GRC software should never be chosen by one function alone.

A platform may sit under the **risk, compliance, audit, or controls team**, but its success usually depends on a much wider group. IT, security, operations, procurement, leadership, and finance may all be affected by the way governance activity is **captured, escalated, evidenced, and reported**. If they are not shaping requirements early, the business often ends up with a system that works well for the central team but creates friction everywhere else, which leads to the eventual fall back to excel.

Cross-functional alignment is still weak in many organizations. **KPMG's 2025 Risk and Resilience Survey** found that while **48% of organizations have centralized risk and resilience structures, only 26% report strong collaboration and a holistic, cross-functional view of risk.**

This is where many buying processes quietly go wrong. A platform can look strong in specialist hands, but fall down when it reaches occasional users across the wider business. That is one reason so many organizations struggle after a few years, once the specialists have left the company, and the ones inheriting the system struggle to adopt.

That is why the **various departments and senior stakeholders should all help shape requirements early**. If finance and leadership do not understand the case, the budget can disappear. If operational teams are not heard, adoption can stall. And if only the central function is involved, the business can end up buying a system that works in theory but creates friction in practice.



# How to build a realistic shortlist of GRC vendors

Most GRC shortlists fail for one simple reason. They focus on individual features, not fit with their actual operation model.

On paper, most GRC platforms appear to do the same things. In reality, the difference shows up in **how well they work with your people, connect to your processes and systems, and their scalability/adaption over time.**

Here is what actually matters.

## 1. Team and culture fit

This is the one most teams underestimate.

At enterprise level, you are not buying software. You are entering a **working relationship that will shape how your GRC function evolves.**

Pool Re made this explicit. What stood out to them was not just capability, but how the team operated. The experience was described as:



***“consistently collaborative, knowledgeable, and deeply familiar with the platform”***

And the service our ex-big 4 leaders provided was explained as

***“flexible in accommodating additional conversations so that all members of our team felt confident before moving into the contracting phase.”***

That is a very different experience from being passed between sales and delivery with no continuity.

### What to look for in GRC vendors :

- Do they **challenge** you constructively, or just agree?
- Do they **understand** your operating context, or just their product?
- Do you feel like a **partner**, or a ticket in a system?

Because that dynamic will not improve after signing.

## 2. Fit with your operating model

Flexibility to how you run is imperative.

Most GRC tools say they are flexible. Fewer actually adapt to how your business runs.

That becomes a problem quickly in complex, operational environments, where processes are not neat, linear, or centralized.

Great Western Railway (GWR) is a strong example of this. Their environment, the rail industry, involves multiple teams, workflows, and operational realities that do not fit cleanly into a single rigid structure. Therefore, what mattered to them was not forcing standardization for the sake of it, but trusting that their **system that could reflect how work actually happens**. This was something that we were proud to deliver.

As Joe Graham, Business Assurance Director at GWR put it:



*"My mantra is: if in doubt, get it into CoreStream. You can never have too much information."*

That line matters. It shows a system that is not sitting outside the business, but **embedded** within it. A place where processes live, not something teams work around.

That is the difference between a tool that is technically capable and one that is actually **adopted and trusted** within a company.

### What to look for:

- Can it handle multiple workflows across departments without forcing standardization where it does not fit?
- Does it reflect how decisions are actually made today?
- Can teams bring processes into the platform easily, rather than redesigning them to fit?
- Can it evolve without starting again every time something changes?

If not, you are not simplifying your operating model. You are adding another layer on top of it.

## 3. Flexibility and configurability

This is where marketing language usually hides the truth.

Everyone claims configurability. The question is whether it translates into real operational change.

Our client, the broadcasting giant, the BBC is a great example shows what that looks like when it works. They needed **strong auditability, structured approvals, and a way to manage high-volume compliance workflows** without slowing everything down. This was exactly what they got.



The success was clear:

- approval processes reduced from hours to **minutes**
- **automated workflows** replacing manual approval chains
- **consistent audit trails** across all content decisions

In other words, not surface-level flexibility but a system changing how work gets done.

### What to look for:

- Does the vendor have a design team to help you create a best-practice process that also aligns with your ways of working?
- How long does it take for the vendor to customize?
- Do they have clear examples of customizable configurations they can demonstrate live?

## 4. Usability for non-specialist users

This is where **adoption** either happens or quietly fails.

If a system needs heavy training, most users will avoid it, or default to easier systems like spreadsheets. And when that happens, governance breaks down fast.

This is especially true in large organizations, where many of the people interacting with GRC workflows are not specialists. They are operational staff, researchers, managers. People who might only use the system occasionally, but still need to **use it correctly**.

Our client, UNT Health understood this early.

They needed a platform that could work not just for their everyday users, but for faculty, administrators, and staff across the organization. Many of whom did not work in compliance day-to-day.

April, Director of Compliance logs into CoreStream GRC quarterly in comparison to her supervisor who is using the system weekly. April was pleasantly surprised by how easy it was for her to pick up where she left off:

*"It's still easy for me to quickly pick it back up and just go in and do what I need to do. It's not complicated at all. I don't need to remind myself with how-to videos, it's intuitive enough to just get on with the job."*

April Daniel, Director of Compliance Operations, UNT Health

That is what usability actually looks like.

Not just a cleaner interface. Not just faster workflows.

A system that **people can return to, use immediately, and trust without friction.**

Because if your wider business cannot use the platform confidently, they will not use it at all.

Learn more about [UNT Health](#).



**What to look for:**

- Can occasional users log in and complete tasks without retraining?
- Do non-GRC teams understand instinctively where to click?
- Can you adapt the language and structure to match how your business actually speaks?
- Or does the system rely on specialist knowledge to function?

If usability only works for the core team, adoption will stall everywhere else.

## 5. Integration capability

GRC does not sit on its own anymore.

The pressure is coming from **AI, third-party tools, and data spread across systems.** If your GRC platform cannot connect, it becomes a siloed tool that will eventually be forgotten.

Pets at Home is a strong example of where this is heading. They did not just implement GRC. They integrated their own Generative AI model into it to enhance workflows.

The result was practical:

---

“CoreStream GRC quickly designed and implemented the integration, allowing us to significantly enhance our GRC tool’s capabilities and further strengthen our ability to protect and assure Pets at Home. The resulting solution has dramatically increased our productivity through automation, with examples including suggesting wording for review rather than time intensive manual creation.”



Nikki Absolom,  
Group Head of  
Financial Controls



4.0 How to build a realistic shortlist of GRC vendors

This is the shift. GRC moving from recording decisions to actively **supporting them across the business and their varying processes.**

What to look for:

- Can they connect with all of your preferred business tools including in-house solutions?
- Are they able to customize what is and isn't pulled through?
- Can different roles/permissions see different views of the integrated data?

How long does a new integration take to be connected, and how much will it cost?

## 6. Reporting and evidence trails

At some point, every GRC function gets challenged.

By audit. By regulators. By the board.

When that happens, the question is simple. **Can you prove what happened?**

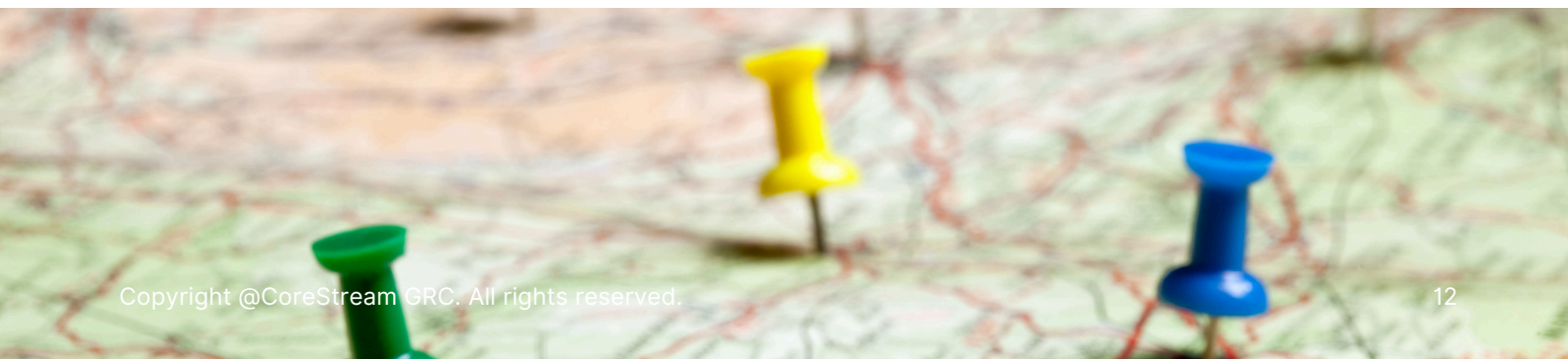
Strong **planning** and the right GRC platform can transform this process.

CoreStream GRC has made their **hiring decisions/forecasting so much easier**. For example, Nottingham University Hospitals went from fragmented tracking across spreadsheets and emails to "everything logged, tracked, and actionable." Their DPO explains: "I've used the data to understand trends and plan ahead alongside reviewing resources – It's powerful and enables us to plan resource needed to continue to improve."

That last point matters. Reporting is not just about evidence. It is about **insight**.

What to look for:

- Can you leverage both best practice reports as well as customizing your own?
- Is it possible to drill down, slice and dice data to get into the specifics of regions, teams, regulations etc.
- Are you able to share reports with users not in the system?
- Can board reporting be achieved in this single source of truth, with things like risk on a page or bow tie?



## 7. Implementation model

This is where most GRC projects fall apart.

Not because the technology fails. Because delivery does.

Long timelines creep in. Scope expands without control. Internal teams lose patience. By the time you go live, the business has already moved on.

It does not have to play out like that.

Our client, Pool Re is a clear counterexample. They did not just get a system. They got a delivery model that actually worked:

- **upfront structure** before anything was built
- **on-site, collaborative design sessions** that forced clarity early
- a **fixed deadline** that was actually met, and beaten



*“We were able to just then refine, review and refine,”* - Head of Risk

That combination is rare. Most vendors will promise speed. Fewer can deliver it without cutting corners or creating chaos later.

And this is the point most buyers miss.

Speed only matters if it holds up under pressure. If your implementation creates rework, confusion, or gaps in ownership, you have not moved faster. You have just delayed the problem.

The better model is disciplined delivery. Clear structure, shared ownership, and pressure in the right places. That is how you get to something that works in practice, not just on paper.

That also means being **challenged** along the way.

Another, anonymized CoreStream GRC client, dealing with a high volume of conflict-of-interest touchpoints across legal, IT, and investment activity, put it bluntly:

*“There were definitely moments in the implementation project where we were challenged or encouraged to think differently... and that was very welcome. Because we didn’t want something wholly custom to us. We wanted to understand where this is industry best practice.”*

That is the difference between a vendor and a partner.

If your implementation team is not pushing back, not **pressure-testing decisions**, not bringing **best practice** into the room, you are not getting **value**. You are just getting what you asked for, whether it works or not.

**What to look for:**

- A defined implementation model, not a vague “we’ll configure as we go”
- Evidence of delivery against fixed timelines, not just estimates
- Structured design phases that involve your team early
- A team willing to challenge you, not just agree with you

Because at this stage, the risk is simple.

You are not just buying software. You are buying how it gets **delivered**.

Get that wrong, and nothing else really matters.

## 8. Vendor support quality

Support is one of those things that is easy to overlook during selection.

It is rarely the headline feature. It does not show up clearly in demos. But it becomes critical very quickly once the system is live.

Because **GRC is not static. Requirements change. Regulations shift. Internal processes evolve.** And when that happens, the difference between a responsive partner and a slow support function becomes obvious.



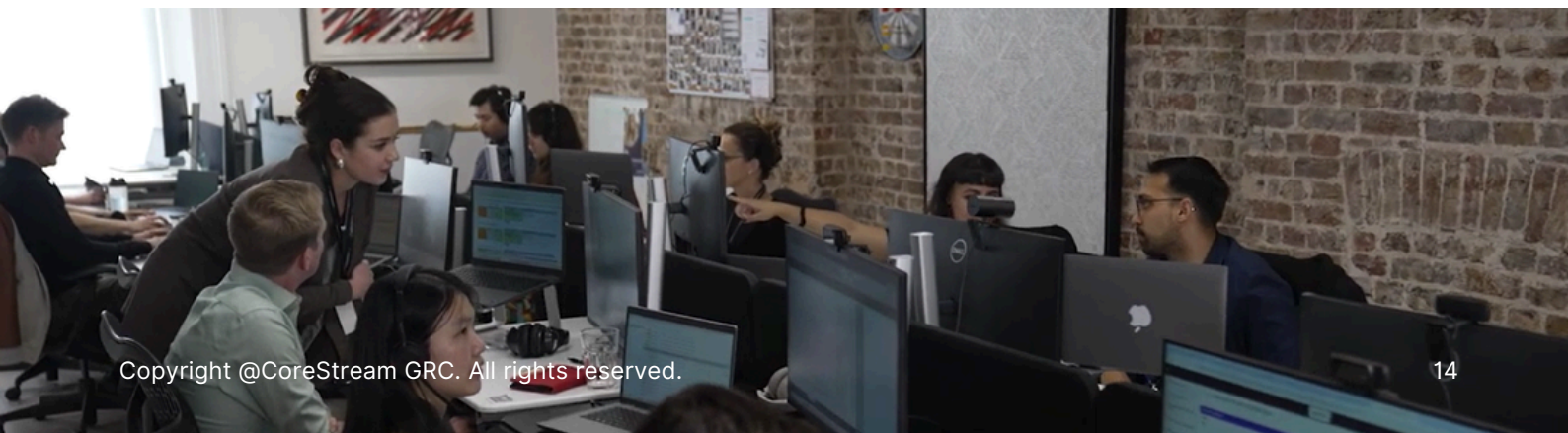
We are proud to say a past client, Shell Energy were very clear on this point:

***“The support we have received from day one has been second to none.”***

Another client, Mott MacDonald said: ***“They are the most responsive IT help desk they’ve ever seen.”***

That is not just a positive comment. It reflects something deeper. The platform was not treated as a one-off delivery. It was supported as an evolving system that needed to keep pace with the business.

And that is where many vendors fall short.



4.0 How to build a realistic shortlist of GRC vendors

Support often becomes ticket-based, reactive, and disconnected from the original implementation context. Over time, that creates friction, slows change, and limits how much value the platform can actually deliver.

Strong support does the opposite. It:

- keeps **momentum** after go-live
- helps teams **adapt** quickly as requirements change
- and ensures the platform continues to **reflect** how the business operates

**What to look for:**

- Do you have direct access to knowledgeable people who understand both the platform and your use case?
- Is support proactive, identifying improvements and risks early, or purely reactive?
- Do they retain context from implementation, or are you starting from scratch each time?
- Can they support change at pace without introducing delays or complexity?
- What are the agreed SLAs around time to response?

Because in practice, the value of a GRC platform is not defined at implementation.

It is defined by how well it continues to work every day after go-live.

## 9. Ability to scale into future use cases

GRC does not stay static. Your shortlist should not lock you into a single use case.

Horton Housing came to us with various fragmented systems and built toward:

- **a single platform covering multiple workflows**
- **integrated reporting across departments**
- **the ability to add new use cases without rebuilding**



*"Build it once and use it across the organization. "Colleagues know for incidents, processes, and more, the place I need to go to is CoreStream GRC."*

Horton Housing has now achieved a **single source of truth for over 10 different risk and compliance use cases**, offering **strong reporting**, and giving them **clear visibility** across teams.

**What to look for:**

- What are the portfolio of use cases already built that you could leverage?
- Is there the capability to connect use cases together for more dynamic reporting?
- Can you expand into new modules or workflows easily?
- Does the platform support growth without redesign?
- Are you buying a solution or a foundation?

## 10. Clarity on hidden costs

This is the one most teams only understand too late.

Initial pricing rarely reflects the full cost. Configuration, scaling, integrations, and support can all change the picture.

A realistic shortlist includes vendors who are clear about this **upfront**. Not just what it costs today, but how it **changes over time**.

Here is CoreStream GRC's:

The screenshot displays three pricing tiers for CoreStream GRC:

- ESSENTIAL:** \$24,500 /yr solution, \$7,000 / services. Best for: light tailoring, fast start. Includes a 'GET STARTED' button and a list of 5 bullet points.
- SIGNATURE (MOST POPULAR!):** \$34,000 /yr solution, \$27,000 / services. Best for: moderate configuration, roll out support. Includes a 'GET STARTED' button and a list of 6 bullet points.
- BESPOKE:** Contact US / SaaS + services. Best for: enterprise complex workflows, governance and custom advance reporting. Includes a 'GET STARTED' button and a list of 5 bullet points.

### What to look for:

- Transparent pricing structure
- Clear costs for scaling and changes
- No reliance on heavy paid customization
- The difference between service and subscription costs
- Understanding of additional charges like integrations

[View pricing page](#)

# Begin looking into and testing GRC software properly

Most demos are controlled environments. Clean data. Perfect flows. No friction.

That is not where decisions should be made.

You need to see how the platform behaves under real conditions. That means pushing beyond slides and scripted demos into something closer to **how your business actually operates**.

And that matters, because poor software selection is still common. [2025 UK research](#) found that only **27% of buyers avoided both disruption and regret in a recent software purchase**. It also found that **92% of UK buyers who regretted a software purchase experienced implementation disruption**. In other words, disappointment usually does not start at go-live. It starts much earlier, in how the software is evaluated and selected.

In GRC, the stakes are higher than a disappointing user experience. A weak platform decision can lock you into fragmented reporting, poor adoption, expensive workarounds, and yet another replacement project a few years later. That risk is real. **KPMG reported in 2025 that 20% of surveyed firms planned to migrate to a new GRC system, another 12% were exploring migration, and 24% were planning significant enhancements to existing tooling**. The market is still moving because many organizations are still not fully satisfied with what they have.

That is why testing matters.



## What strong evaluation of a GRC Platform looks like

A stronger evaluation process usually includes:

- asking vendors to respond to a **requirement document** before any demo
- narrowing to a focused **shortlist**
- testing against two or three **real business scenarios**, not generic use cases
- involving both **admin users and occasional users in testing and sandbox trials**
- testing **reporting, integrations, permissions, audit trails, and evidence capture**
- asking how changes are handled **after go-live**
- asking what happens when your **process changes** in six months
- running a small **proof of concept** based on your own workflow, and noting how quickly the vendor can deliver it

And just as importantly:

- do not accept videos in place of real interaction
- do not accept surface-level walkthroughs
- do not accept a vendor saying yes to every requirement without challenge

A good technology partner should not just confirm your assumptions. They should **pressure-test** them.

That is where real design starts.

### Why this matters commercialy

Capterra found buyers were less likely to regret a purchase when they tried the product through a trial or online demonstration. That is not surprising.

A poor evaluation process does not just create implementation pain. It undermines value.

If a platform cannot **reflect your operating model, support real users, or flex as your processes change**, then speed to go-live means very little. You have simply implemented the wrong thing faster.

Proper testing helps you answer the questions the board actually cares about:

- will this **support our business objectives?**
- will people **use** it?
- will it give us **better visibility and stronger assurance?**
- will it **scale** without dragging in more cost and complexity?
- will it still **fit us in two years**, not just on day one?

That is the real test.

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workshop](#)

# Common GRC use cases buyers should evaluate against

A strong GRC platform should not just support what you need today. It should show whether it can flex into what you will need next.

That matters because most GRC programs do not stay contained for long. A team may begin with one pressure point, such as compliance management software, audit management software, or third-party risk management software, but the real value comes when those **workflows stop sitting in isolation and start connecting.**

That is where a stronger GRC platform begins to **prove** itself.

Because these use cases are rarely separate in practice. A third-party issue can trigger compliance questions. A policy exception can expose a control gap. An incident can reshape audit priorities. A privacy assessment can surface wider operational risk. If your governance risk compliance software cannot connect those threads, the business is left piecing together the story manually.

Typical use cases to test against include:

- enterprise risk management
- compliance management
- audit management
- third-party risk management
- policy management
- incident management
- data privacy and DPIAs
- controls and assurance

Most organizations start with one. Very few stay there.

The real question is whether the platform connects these over time, or leaves them fragmented. Because a point solution that cannot grow becomes tomorrow's replacement project.

# The hidden buying risk: quick-fix compliance promises

The promise of “quick wins” or “one-click compliance” is attractive. But it rarely reflects reality.

Good governance is not something you switch on. It depends on **ownership, judgment, process, and evidence**. If a product promise skips over those things, it is usually hiding complexity rather than solving it.

And that matters, because the real cost of weak compliance tooling is not just inefficiency. It is false confidence.

A system can look clean in a demo, produce polished dashboards, and still leave the business with weak control execution, inconsistent ownership, poor visibility, or fragmented evidence. That is a dangerous place to be, especially when **leadership, audit, regulators, or the board want proof that processes are working as intended**.

What to watch for in compliance marketing:

- one-click readiness claims that oversimplify real compliance work
- tools that focus on presentation over control strength
- systems that look clean but do not reflect your real environment
- solutions that reduce visibility rather than improve it

**A platform should strengthen assurance, not just how it looks.**



8.0 What a strong GRC  
technology partner  
should look like

# What a strong GRC technology partner should look like

Strip away the marketing and it usually comes down to a few things.

Not who has the longest feature list. Not who gives the smoothest demo.  
But who can help you **build something that truly works for you in practice, across teams, over time.**

A strong GRC technology partner should offer:

- **flexibility** over rigid workflows
- an **expert** team, not just software sales
- **fast** implementation without forcing a one-size-fits-all model
- **interconnected** design across use cases
- ability to **integrate** and **scale** with your business
- practical support in shaping the right **architecture**
- strong, responsive **support** model
- clear data **hosting** and deployment options
- UI and UX that people can actually **use and understand**
- a customer **community** you can learn from

If those are not there, extra features simply will not compensate for it.

# What about AI in your GRC platform?

This is where a lot of noise sits right now.

Most vendors will say they “do AI.” That alone does not mean anything.

What matters is how it is **governed, tested, and evidenced**. NIST’s [AI Risk Management Framework](#) emphasizes governing, mapping, measuring, and managing AI risk across the lifecycle, including in acquisition contexts.

The [UK ICO](#) also says organizations should complete due diligence on third-party AI systems, understand expected bias and discrimination risks, and use DPIAs to document accountability decisions in the design or procurement of AI systems.

So when evaluating AI capabilities in a GRC platform, ask:

- **Does it integrate with your existing tools and models?**
- **Is it aligned with your policies and governance?**
- **Can you evidence how it works?**
- **Does it introduce new risk? How is data used and stored?**

A practical approach is to stay AI-agnostic (read our CPO’s thoughts on this, [here](#)) and integrate the right tools based on real use cases, not hype like [SANNOS AI](#).

The image shows the SANNOS logo in a large, white, serif font on a dark background. Below the logo is the tagline "The Intelligence Layer" in a smaller, white, sans-serif font. The background of the entire slide is a blurred image of a modern building with large glass windows.

**SANNOS.**  
The Intelligence Layer

# Conclusion: choose the GRC platform that fits how your business actually works

Strong buying decisions start earlier than most teams think. They start with **clarity on outcomes, ownership, and a clear understanding of how governance, risk, and compliance need to operate in practice**, not just how they look on paper.

Because in the end, this is not really a question of software breadth. It is a question of **business fit and long-term value**.

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