Case Study

UK Non - Profit Statutory Body

Operational Risk & Resilience

The organization is a UK non - profit satutory body, independent of the financial services industry and regulators. Its primary role is to protect customers of authorised financial services firms by compensating them when firms fail

The Authority's remit encompasses deposits, insurance, investments and mortgage broking, debt management business and – more recently – funeral plans administered by regulated firms.

Within just 7 months, Gieom replaced the Authority's incumbent Governance, Risk & Compliance (GRC) platform with Risk Central to manage their Operational Risk & Resilience.

The scope

UK non-profit statutory body's second line of defence Risk & Resilience team oversees the security, risk, and resilience frameworks, facilitating risk identification, challenging assessments, and managing Important Business Services through Business Impact Analyses, including mapping of suppliers and IT services. The previous process, reliant on Excel workbooks and a limited GRC tool, was inefficient, lacked workflow automation, and offered minimal reporting capabilities, increasing workload for those involved. Additionally, the absence of linked data across risk and resilience, hindered analytical insights and effective decision-making.

Their primary requirements included:

- Software to support rapid customization to meet evolving needs
- Unified database for integrated risk and resilience data to provide holistic exposure
- Streamlined multistage review workflows for risk events and incidents across the organisation

- A tool leveraging centralised risk and resilience data to auto generate insights for improved governance and decision-making
- Easy to adopt tool with ability for users to build reports on-demand
- Tool to support expansion to PMO, IT, Security, Compliance, and Third-Party Risk

The challenge

There were multiple challenges with the existing solution – including it being very manual for those involved, and therefore an extremely tedious process. There was limited reporting and analytics capabilities with access to fragmented and unlinked data – making it harder to make informed decisions. There was also a lack of self-service options through the existing solution which increased workload for the teams

1 Integration of Disparate Data Sources

Unifying fragmented data from Excel, GRC tools, and BIAs (200+ data points), including risk models, supplier mapping, IT systems, and staffing for critical services.

2 Adoption of New Technology

Shifting users from manual processes to an automated platform while ensuring seamless workflow alignment and adoption.

3 Customisation and Scalability

Building a platform that meets current needs while ensuring future scalability.

4 Regulatory Compliance and Security

Meeting stringent regulatory and security standards, including data protection and role-based access.

5 Enhanced Reporting and Analytics

Replacing limited manual reporting with robust self-service capabilities.

6 Timely Delivery

Meeting tight deadlines for an Integrated Risk and Resilience project while incorporating iterative improvements.

Key outcomes

1 **Enhanced Organisational Resilience:**
Improved integration of risk and resilience frameworks strengthened our ability to adapt and respond to disruptions effectively

2 **Improved Stakeholder Confidence:**
Gieom has delivered a fully automated audit trail, enabling the Authority to evidence compliance with all UK regulatory requirements.

3 **Empowered Teams:**
Self-service reporting and user-friendly interfaces empowered employees to make data-driven decisions independently, boosting morale and fostering innovation

4 **Streamlined Collaboration:**
Centralised data and integrated workflows improved cross-functional collaboration between Risk, Resilience, Compliance, and Department stakeholders

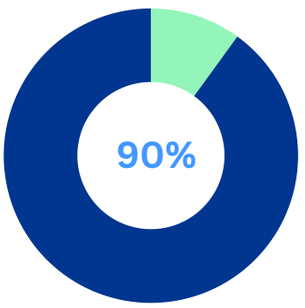
5 **Future-Ready Infrastructure:**
Adoption of scalable, low-code/no-code technology ensured the organisation is well-positioned to adapt to evolving business and regulatory needs

6 **Cultural Shift:**
Transitioning from manual processes to a modern, automated platform drove a culture of efficiency, agility, and continuous improvement

7 **Knowledge Retention:**
Centralised documentation and improved data management preserved institutional knowledge, reducing dependency on individual expertise

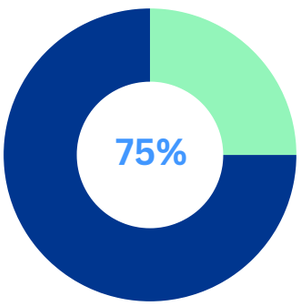
The initiative enhanced efficiency across the value chain by automating workflows, improving data accessibility, and enabling informed decision-making for Risk and Resilience teams. Real-time reporting boosted Business and Compliance functions, while automated risk and incident management reduced staff effort. Improved data management enabled accurate reporting and forecasting for leadership, fostering collaboration and strengthening operational resilience.

Impact metrics



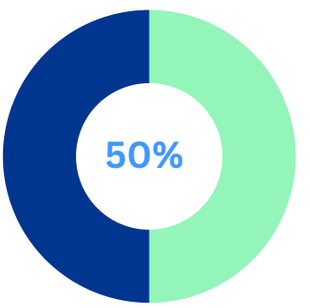
Achieved

User Adoption
within 3 Months



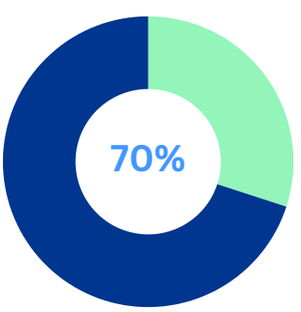
Reduced

Fewer
Data Errors



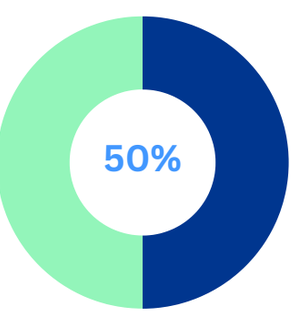
Achieved

Faster
Deployment



Improved

Faster
Reporting



Improved

Better Reporting
Accuracy

marketing@gieom.com
sales@gieom.com

www.gieom.com

copyright © 2026 Gieom Business Solutions Pvt. Ltd. All rights reserved.