

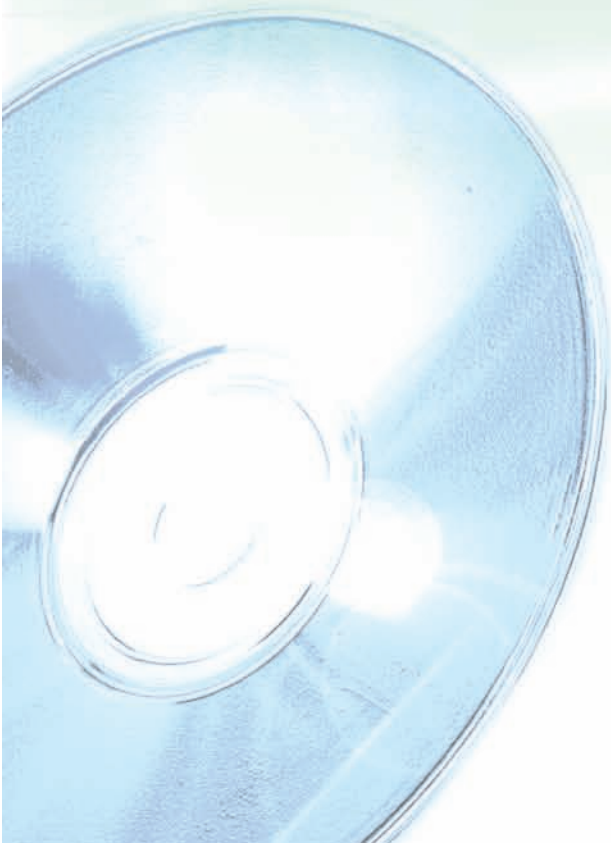
# Symbiant

*sym·be·ant (plural sym·be·ants) noun*

*Definition:* Software and a person or business in symbiotic relationship; a business or person using software for a mutually beneficial association which will empower the host (the business or person) to become stronger.

*[From the Greek. < sym "with/plus" + biant "to survive" >]*

**Ground breaking  
software for business**



# about Symbiant

## Our mission is not to be the biggest but to be the best.

Symbiant was established in June 1999 our aim was to bring affordable e-commerce solutions to the UK market. As our solutions became popular we started to write bespoke Data Management Software for our clients.

In 2002 we won the contract to develop software for KPMG LLP. This opened a new era for Symbiant and we learnt about the needs of Internal Audit and Risk departments.

In 2004 we launched easyGen, this ground breaking software was a world first, a true DIY solution that allows non programmers to create their own data aware dynamic web sites. It has won many industry awards and in 2005 was the best selling software in its class.

In 2005 we started developing Symbiant Tracker and Symbiant Risk Suite. This was due to requests we were receiving from companies who needed affordable, flexible and easy to implement solutions but didn't want the high costs normally associated with such software.

In December 2005 we launched Symbiant Tracker. Originally designed as a tool for IA and risk departments for the effective implementation of controls, recommendations, issues or actions. It has now become the Worlds leading Tracking tool and has a very impressive user list, which includes the ICAEW (The Institute of Chartered Accountants).

We launched Symbiant Risk Suite in July 2006 to a very eager audience. The Risk Suite is a total risk management solution that covers everything from identifying risks to implementing controls.



Like Tracker it is very flexible and can be quickly changed to suit the exact requirements of the user, including converting to another language. The Risk Suite was also chosen by the ICAEW as their solution for Risk Management

### Testament to the quality of our software.

*The United States Department of Revenues (IRS) have a policy to only purchase U.S. software. Symbiant Tracker is the only non U.S. software they have ever purchased.*

*In May 2003 Total Business Magazine wrote an article saying that we were one of the UK's major providers of e-business solutions and that over 90% of the UK population is a customer of a company who uses our software.*

"When we were looking for a new action tracking solution to replace our excel based system we looked at all the key providers. Symbiant Tracker proved to be the instant leader for features, ease of use, reporting and value for money. It is an excellent and well thought out solution. A refreshing change in this day and age"

*Neil Hartley  
The Derbyshire  
Building Society*

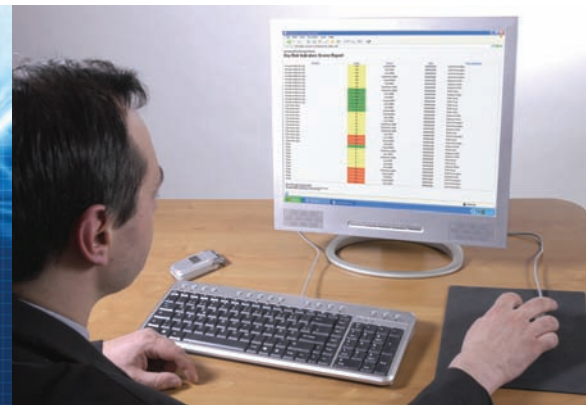
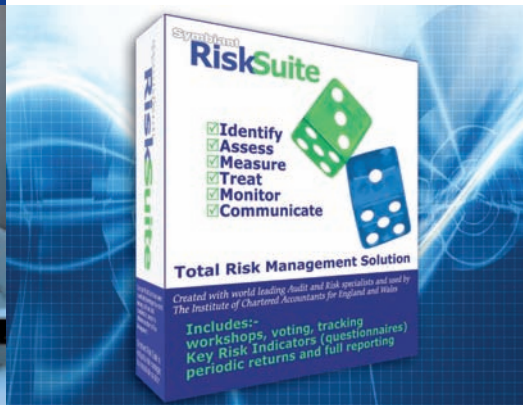
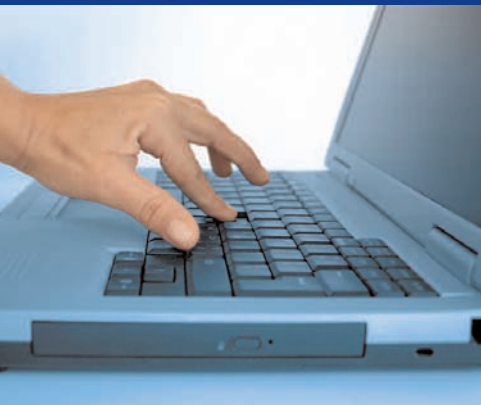
## what our clients say...

The Institute of Chartered Accountants in England & Wales (ICAEW) are Europe's largest governing body for Accountants and have selected our Risk Suite and Tracker as their own solutions. Whilst some risk software may declare to be accredited by the ICAEW only our risk and tracking solutions can claim to be used and endorsed by them.

### Symbiant Risk Suite

**"The Symbiant Risk Suite is an advanced and comprehensive risk solution, it's well thought out, easy to use and understand and very powerful. A very useful tool for any risk department."**

*The Institute of Chartered Accountants in England & Wales*



"We selected Tracker to ease the administration of tracking issues and recommendations. What particularly appealed was the ability to use it across the company intranet to raise visibility and access. End users introduced to the emailed recommendations functions have found it a positive system to use and respond to."

*Malcolm Zack, Director,  
Head of Internal Audit, Brakes*

### Symbiant Tracker

**"We are very impressed with Symbiant Tracker. Its simplicity and ease of use aligned with its flexibility and extensive reporting capabilities make it a very useful tool."**

*The Institute of Chartered Accountants in England & Wales*

"We selected Symbiant Risk Suite as our in house risk solution as it was the most comprehensive, easiest to use and offered by far the best value for money of all the other solutions we looked at. We were impressed by the software's ability to incorporate our business requirements in one package".

"The Information Centre for Health and Social Care" ([www.ic.nhs.uk](http://www.ic.nhs.uk))

# Symbiant RiskSuite

## The Total Risk Management Solution

Symbiant Risk Suite is not just a risk manager; it is a total risk management solution. Developed with risk specialists it encompasses all the elements required for an effective in-house risk solution.

The Institute of Chartered Accountants in England & Wales, the largest professional accountancy body in Europe with over 128,000 members were so impressed with our Risk Suite that they chose it as their own solution. No other risk software can claim the same.

Risk Suite covers all six areas required for an effective risk program.

### IDENTIFY

With incident reporting and KRI or questionnaire data, potential threats can be identified and then transferred to the risk arena for discussion in virtual workshops.

### ASSESS

The virtual workshops allow users to discuss potential risks in an online forum. This increases productivity as users can use the system at any time and eliminates the need for costly meetings. Also, you are more likely to get opinions from people who may be less inclined to speak in meetings.

### MEASURE

From the findings in the risk forum users can vote on likelihood and impact, with and without controls. From this you can quickly identify major risks and those that would benefit the most from action being taken.

### TREAT

Once you have identified your main risks, relevant users can suggest ways or controls to stop or reduce the threat. Users can agree with an existing suggested treatment or make their own proposal.

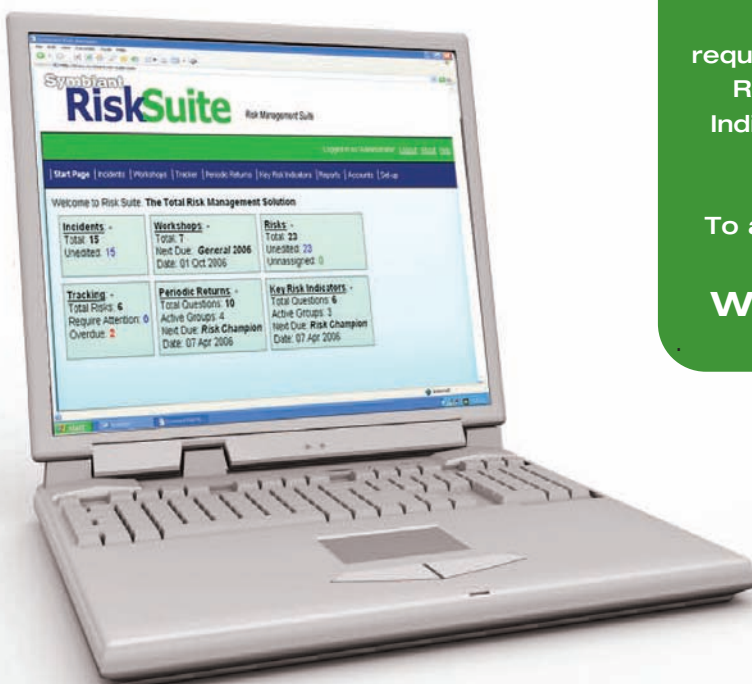
### MONITOR & COMMUNICATE

Once a treatment has been agreed the issue can be progressed to the Recommendation Tracker where issues are assigned to individuals for them to resolve.

The Risk Suite also includes a comprehensive and detailed reporting system that enables you to produce bespoke reports to suit your requirements. It also includes Periodic Return Questionnaires, Key Risk Indicators and automated emails to keep users updated.

To arrange a demonstration or free trial please visit

[www.symrisk.com](http://www.symrisk.com)



Impact: Catastrophic (Score: 80), Very Likely (Score: 9)

Ukelihood: Acceptable (Score: 9), Unlikely (Score: 9)

Appetite: Medium

Buttons: Save, Cancel

Symbiant Risk Manager Report  
Risk Register Report

Ref.	Risk	Ukelihood without controls	Impact without controls	Ukelihood with controls	Impact with controls	Score
17	Not able to import food stuff for the restaurants and therefore running out of stock.	8	9	72	9	40
12	UK has worst record for retail theft in Europe; cash losses may undermine profitability.	8	7	93	7	20
11	It may be hard to get UK staff to get enthused about a Mexican product.	10	8	90	8	4
23	Time	8	8	90	8	4
9	Poor hygiene and cleanliness may turn customers off so they do not return. It may take time for the product offer to be understood and customers may not therefore realize what the business is about and therefore feedback may not reach required levels.	8	5	40	8	4
13	Successful locations for the offering may be hard to locate or permission to site may be hard or take significant time to obtain.	8	8	38	4	4
21	Customer requests refund of second payment	5	7	35	2	4
4	Customers may be harmed by eating contaminated or poor quality product. This may include the number of times that olive oil is reused in the process (How many facilities are made using the same oil?)	5	7	35	3	7
5	Employees may not be sufficiently engaged in the business and may therefore provide poor customer service, unless conditions and poor quality product	4	5	20	4	4
7	Fast food is highly competitive; the risk is that it will be hard to gain market share with a relatively unknown product or that the competitive will somehow adapt to diminish HT's usp.	5	5	25	8	5
9	Ordering and fulfillment may not be effective or timely to support the sale of product and may lead to lost sales and customer dissatisfaction.	5	8	20	4	5
2	Tortilla is not inherently fast food; each one takes around 20 minutes to demand peaks will be hard to meet if not anticipated and customers may leave dissatisfied and not return.	5	5	25	4	5
9	Waste is inevitable where food is perishable and where there is a difficult demand forecast - however made may become excessive.	5	5	25	4	4
11	Funding may not be sufficient to support a fast global roll-out that could not be sustained by re-investing profits alone.	4	5	20	3	9
22	Lack of training of staff may lead to poor quality product and to accidents (through slip and trips in store and harm to both employer and customer)	5	4	20	4	5
14	Tortilla means something different to people of Latin American origin and people who are aware of Mexican cuisine. There may be confusion and disappointment among Californian consumers with the product.	4	4	16	4	4
15	Profitability is highly sensitive to olive oil use. Sourcing olive oil for the California market may increase the cost and sensitivity.	4	4	12	4	4
10	Brand is an important (if optional) part of the offering; the high brand offering may undermine the main product if not of sufficient quality.	3	4	12	4	4

Detailed reporting allows you to list your risks and see which ones require priority action.

Multiple virtual workshops allow you to discuss, identify, vote and suggest various treatments.

Symbiant RiskSuite Risk Management Suite

Logged in as Administrator | Logout | About | Help

Start Page | Reports | Workshops | Tracker | Periodic Returns | Key Risk Indicators | Reports | Accounts | Set-up

New Workshop

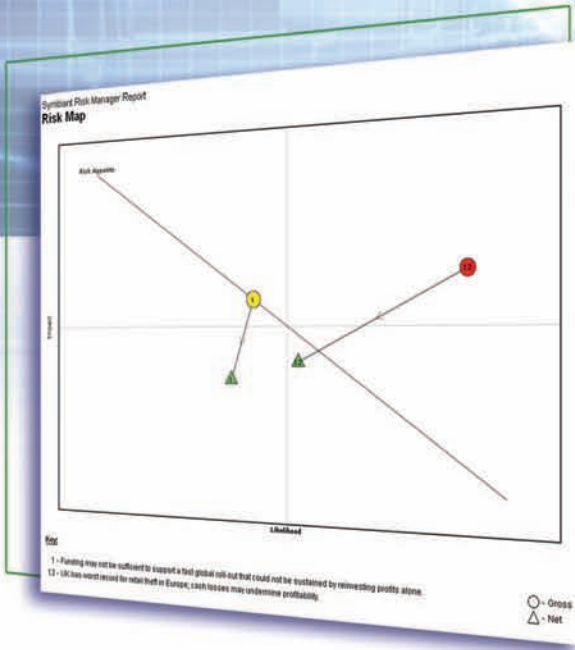
ID/Name	Status	Edit	Risks	Archive
1 HT Global	Treatment	Edit	Risks	Archive
2 HT UK	Voting	Edit	Risks	Archive
3 HT California	Voting	Edit	Risks	Archive
4 General 2006	Open	Edit	Risks	Archive
6 WNS	Treatment	Edit	Risks	Archive

Filter: Add

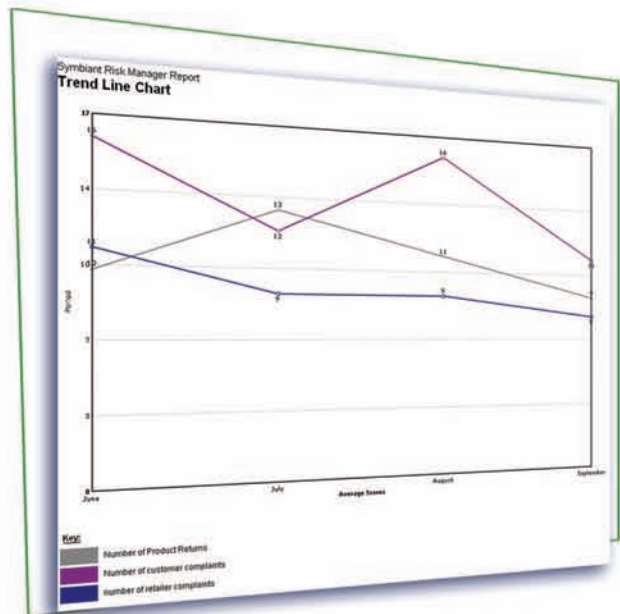
Show historical data

This copy of Symbiant Risk Manager is licensed to: Symbiant Demonstrator Risk Manager © 2006 Symbiant Software, All Rights Reserved.

From returned KRI data see if a pattern is emerging from an individual area or as a group.



Visually see how the risk threat moves with and without controls.



# Symbiant Tracker

## The Perfect Tracking Solution

**Symbiant Tracker is a unique, simple to use yet very powerful Internal Audit / Risk issue, recommendation, controls or action tracking solution.**

Symbiant Tracker was originally designed to give internal audit departments the ability to effectively implement issues that had been identified from internal audit reports. Most IA departments use spreadsheets to track the status of recommendations which can be ineffective and very time consuming.

Tracker assigns issues to individuals (assignees) who then assume ownership of the task. By Logging into Tracker they are aware of what they have to do and when it has to be done by. Supporting documentation can be attached to actions and assignees report back via the system and can also provide supporting documentation to show they have done the task.

The automated email functions keep everyone informed and ensures the task is completed by the action by date.

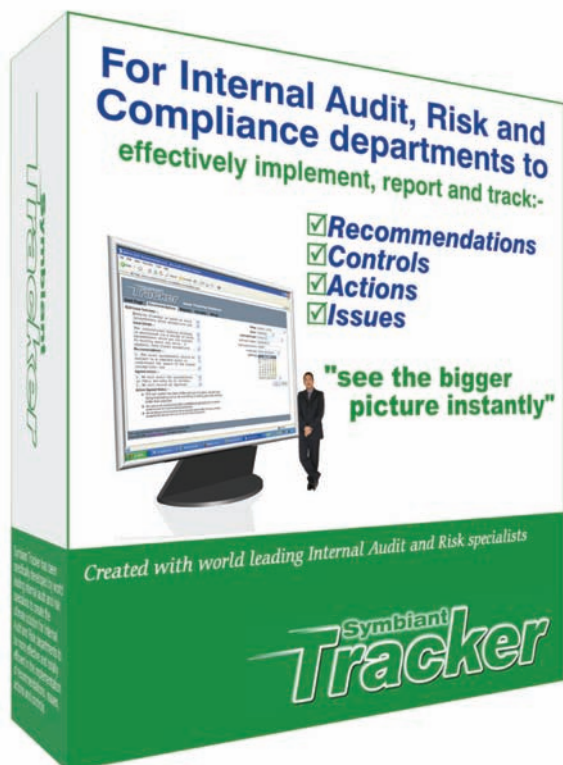
All changes are fully audited and meet the requirements of the FSA.

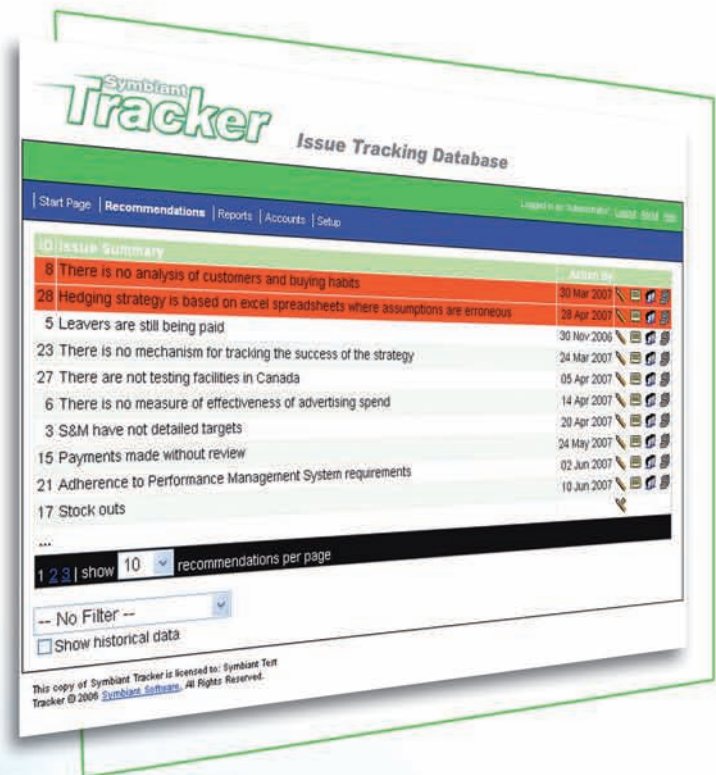
Using Tracker reduces the time and money spent on implementing issues throughout the company. It also allows management to get an instant up-to-date picture of what is what. Perfect for supplying the board with accurate data at very little notice.

Like the Risk Suite, Tracker is totally customisable and can easily be changed to meet your exact company requirements. This flexibility gives Tracker many different uses, including tracking customer complaints, monitoring sales leads, implementing risk treatments and applying health & safety issues.

**For a free trial or demonstration of Symbiant Tracker visit**

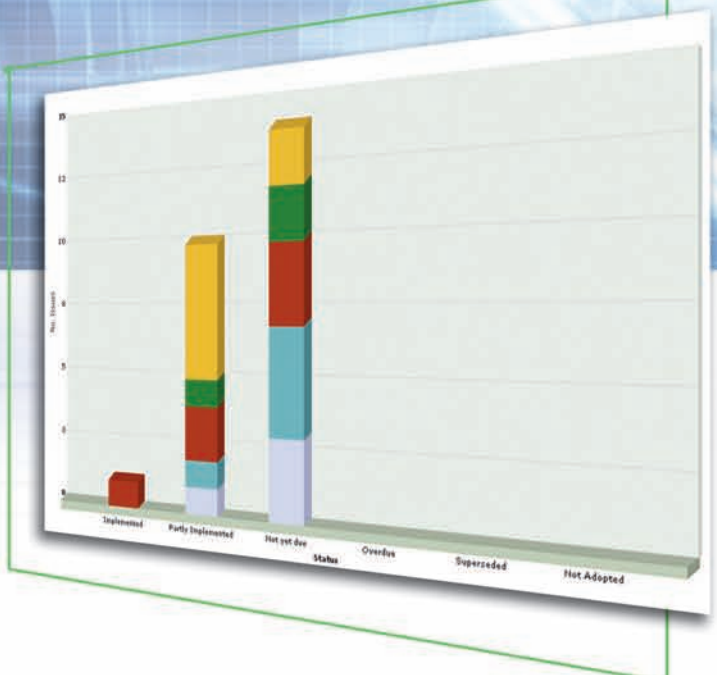
**[www.symtrack.com](http://www.symtrack.com)**





Instantly see issues which require your attention or use the filters to quickly find items

See full history of communication between all parties and any supporting documentation



The summary graph gives you an instant visual image of how things are progressing.

Powerful "and/or" "is/not" filtering allows you to add up to ten unique options so that you can produce exact reports instantly.





# Symbiant

Symbiant  
Westgate House  
100 Wellington Street  
Leeds  
LS1 4LT  
UK

Tel: 0113 237 3954  
[www.symbiant.co.uk](http://www.symbiant.co.uk)