

CLIENT SUCCESS STORY

Symbiant[®]

 **marsh**

About Marsh Finance

Marsh Finance is a respected independent car finance lender with a heritage spanning over 50 years. Headquartered in Rochdale, UK, the company has remained at the forefront of the automotive finance sector, offering non-prime PCP and Hire Purchase car finance products across the United Kingdom.

Committed to staying ahead of regulatory changes, Marsh Finance actively monitors the evolving compliance landscape to ensure full alignment with industry standards. Their services include lending through introducers such as car dealerships and finance brokers, as well as direct-to-consumer lending.

Marsh also delivers added value through its renowned Marsh Valued Partnerships programme—offering dedicated compliance advisory support to its partners and strengthening their confidence in meeting regulatory expectations.



Investing in People, Innovation, and Sustainable Growth

Organisational Culture & Strategic Focus

Marsh Finance places paramount importance on the capabilities and performance of its team, fostering a culture of continuous improvement and a commitment to delivering the highest standards to clients and partners.

Recognising the fast pace of change in the financial industry, Marsh embraces innovation and agility. They continue to evolve by investing in technology, strengthening internal processes, and enhancing infrastructure to ensure productivity, responsiveness, and long-term operational efficiency.

Sustainability & Growth

To support sustainable growth, Marsh Finance prioritises the delivery of meaningful, accurate Management Information (MI). This empowers data-driven decision-making, helping the organisation identify opportunities, manage risk effectively, and plan strategically for the future.

Communication & Partnership

As a trusted financial institution, Marsh Finance promotes transparency and collaboration through open communication. By strengthening its brand identity and fostering strong partner relationships, the organisation continues to build a reputation for reliability, innovation, and shared success.

The Challenge

Marsh Finance was relying on spreadsheets and folders to manage their risk and compliance activities—a process that was inefficient, manual, and difficult to scale. As regulatory requirements grew and operational complexity increased, the limitations of this fragmented system became clear.

They needed a comprehensive, centralised platform that could replace multiple disconnected tools and support all their compliance and risk functions in one place.

Dan Simpson
Risk & Compliance Director |  marsh

“We sought a Risk and Compliance software solution due to the cumbersome and manual process of managing everything through spreadsheets and folders. Our aim was to find a comprehensive software that could handle multiple modules rather than just a risk register module. We wanted a solution that could meet all of our Risk & Compliance requirements.”

The Solution

To overcome their manual, fragmented processes, Marsh Finance needed a solution that was flexible, scalable, and tailored to their evolving risk and compliance needs.

Symbiant provided a fully integrated and customisable GRC platform, designed to meet their specific operational requirements. Rather than a one-size-fits-all product, Symbiant delivered new modules created specifically for Marsh Finance—ensuring long-term adaptability as the business grew.

Dan Simpson
Risk & Compliance Director |  marsh

“When we spoke with Andrew at Symbiant, he initially enlightened us about the possibility of designing and creating custom modules tailored to our business needs.”

The Results: How Symbiant Transformed Risk & Compliance at Marsh

Since implementing Symbiant, Marsh Finance has transformed the way its Risk and Compliance (R&C) department operates—moving from disconnected manual processes to a fully integrated, streamlined platform.

Dan Simpson
Risk & Compliance Director |  marsh

“Marsh relies on Symbiant for various Risk and Compliance (R&C) requirements. The core module we extensively use is a custom-built service desk module accessible to all staff members. It enables them to raise tickets for general queries, SARs, incidents, breaches, and financial promotion sign-offs. This streamlined approach has greatly benefited our business, providing a well-documented audit trail of all R&C department communications. Additionally, we make use of the pre-designed risk register module tailored to our specific business needs. Department heads now have the ability to manage their risks, contributing to a comprehensive company-wide risk register...”

In addition to the core modules, Marsh Finance has expanded their system with a range of custom solutions:

A tailored Due Diligence module

A custom DPIA module

A Compliance Monitoring Action Tracker

A developing Business Continuity and Operational Resilience module

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“To address our unique business demands, we have created several other modules. Our custom due diligence module, compliance monitoring action tracker, and DPIA module are in place, and we are currently developing a business continuity and operational resilience module. One of the most outstanding aspects of Symbiant is its flexibility in designing modules. Our account manager at Symbiant actively listens to our precise requirements and proposes enhancements to improve module functionality. Symbiant has revolutionised our R&C department’s operations, significantly easing our workload and, most importantly, enhancing our compliance levels.”

Dan Simpson | Risk & Compliance Director



Symbiant has been delivering essential and forward-thinking risk management modular solutions for over 26 years.

Since 1999, Symbiant has supported countless businesses, charities, and government bodies in modernising and improving their Governance, Risk, Compliance (GRC), and Audit functions.

Symbiant keeps costs low with a monthly pay-as-you-go contract and mix-and-match modules—ensuring that the solution you pay for is exactly the solution you need.

Symbiant is the sixth generation of our software platform. With pricing starting as low as **£300** per month and full customisability, it's easy to see why Marsh Finance and many others have succeeded with Symbiant.



Ready to See Symbiant in Action?

Experience the power of Symbiant—a customisable, scalable solution that streamlines processes, enhances reporting, and saves costs.

Book a free demo today and discover how Symbiant can drive efficiency and success for your organisation.



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