CLIENT SUCCESS STORY

Symbiant®   The Stafford Building Society

About Stafford Railway Building Society (SRBS)

Established in 1877, the Stafford Railway Building Society (SRBS) is a community and service-led society that helps make saving and home ownership a reality for its members. Their vision is:

"To be a modern member and community-focused society, delivering exceptional service to engaged members whilst remaining true to our mutual values."

SRBS offers straightforward mortgage and savings accounts with a focus on providing friendly, plain-speaking service. As a mutual society, they don't have customers—members own the society, and profits are reinvested back into the organisation to benefit the members. Their values may be traditional, but SRBS is committed to embracing modern challenges and changes.

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The SRBS Difference

At SRBS, their core values guide everything they do, blending technology with personal service. This section highlights how SRBS's commitment to simplicity, integrity, and member-first service drives their success.

Simplicity

At Stafford Railway Building Society (SRBS), their commitment to simplicity is at the heart of everything they do. SRBS ensures that their processes strike the right balance between optimising technology and maintaining a human interface.

This approach aligns with their "Five Make It" values: Make it Right, Make it Friendly, Make it Special, Make it Helpful, Make it Clear

Service

SRBS prides itself in having trust and respect for the individual, both members and employees. By ensuring the point of contact service is available both locally and digitally for the benefit of all members and employees across a diversified demographic.

Security

SRBS governs itself as a self-sustaining, prudent, financially and technologically resilient Society. They put the members at the forefront of everything they do to enable them to adhere to their core values.

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The Challenge: Moving Beyond Manual Processes

Before adopting Symbiant, SRBS relied on spreadsheets for risk management, which were both time-consuming and inefficient. The spreadsheet-based process made it difficult to monitor risks effectively, leading to a search for a more scalable and collaborative solution.

Megan Macpherson
Risk Analyst, SRBS | The Stafford Building Society

"Before we moved to Symbiant, we were spreadsheet-based, which was a very manual and time-consuming process; it meant it was difficult to monitor."

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The Solution

Symbiant provided SRBS with a customisable, integrated solution to monitor <u>risks</u>, <u>controls</u>, <u>incidents</u>, and actions. This allowed SRBS to automate tasks that were previously manual, reducing time spent on administrative work and improving efficiency.

Symbiant's automated reminder system was particularly beneficial, allowing SRBS to reduce manual follow-ups and stay on top of deadlines without missing critical tasks.

Megan Macpherson
Risk Analyst, SRBS | The Stafford Building Society

"We currently use Symbiant to monitor risks, controls, incidents and actions. We also use the reporting provided by Symbiant for our management meetings. Symbiant also provides automated reminder emails; for example, it will automatically email out to risk owners, telling them that their risks are due to be review

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How Symbiant Transformed SRBS's Operations

Automated Notification & Reminders

Megan shared:

"I personally have found this a really helpful function, it means I don't have to spend as much time typing and sending reminders!"

The automatic email notifications and reminders ensure that nothing is missed and that deadlines are clearly communicated to relevant parties.

Customised Reporting

Symbiant allows SRBS to generate bespoke reports tailored to their specific needs.

One such report, the "Waterfall Report," was designed to track changes in risk scores month by month, providing clear visibility into shifts in both inherent and residual risk scores.

Improved Efficiency & Effectiveness

By automating manual processes and consolidating data into one system, Symbiant helped SRBS save time and reduce administrative overhead, enabling the team to focus on higher-value tasks.

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Since implementing Symbiant, SRBS has experienced a number of significant benefits, especially in terms of improving their internal processes.

Megan Macpherson
Risk Analyst, SRBS | The Stafford Building Society

"We also had a bespoke report made to show the changes in risk scores month by month called a 'waterfall report'; we had this made for inherent and residual risk scores. The report makes it very clear to see any changes over the last six months."

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The Results: How Symbiant Transformed SRBS's Risk Management

Increased Efficiency

Symbiant automated tasks such as reminders and reporting, significantly reducing manual effort and time spent on administrative tasks.

Better Reporting

Custom reports tailored to SRBS's needs, with easy access to critical data for management meetings.

Streamlined Risk Monitoring

A centralised system for tracking risks, controls, incidents, and actions, ensuring better oversight and management of risks.
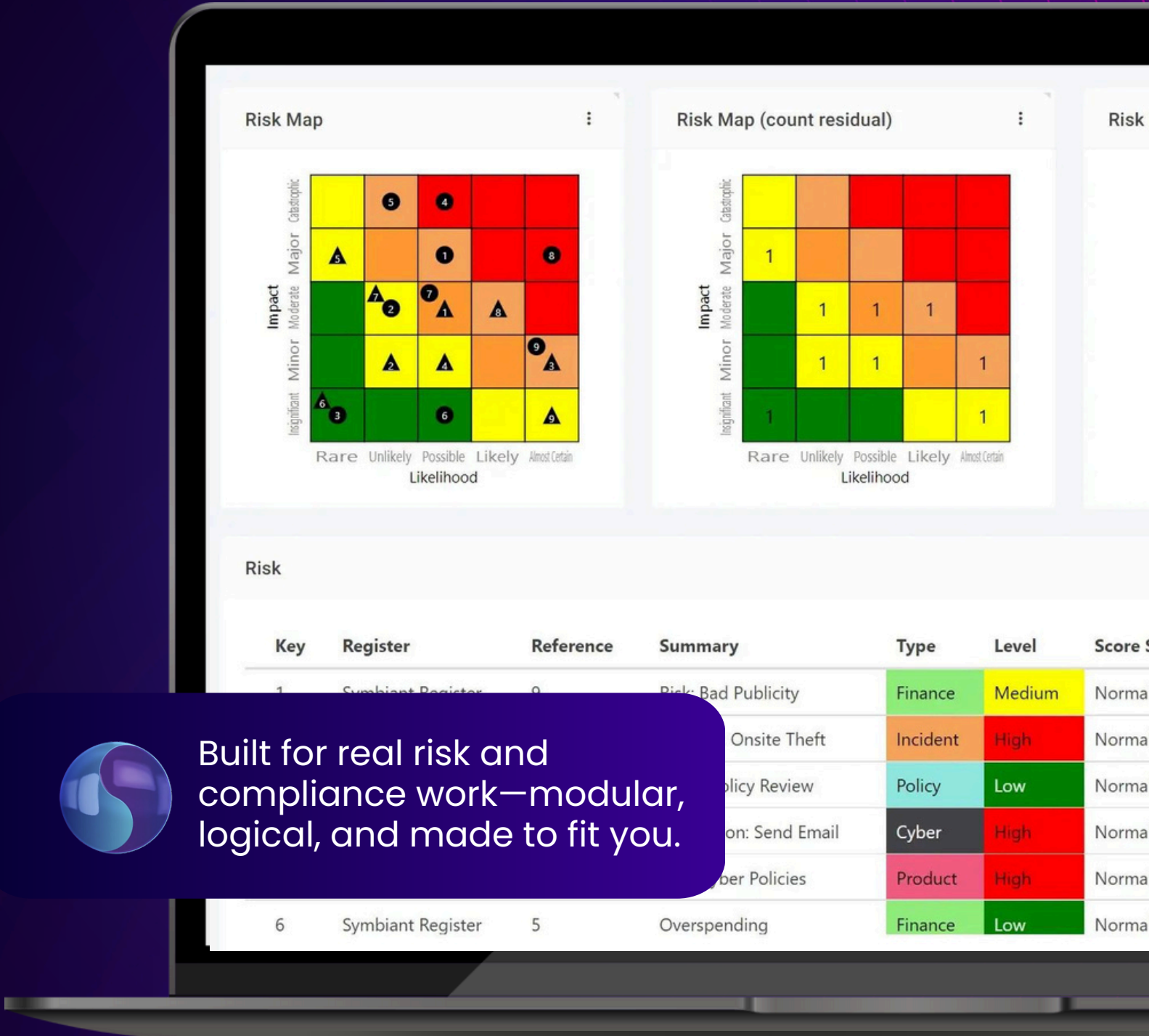
Cost Reduction

Symbiant helped SRBS streamline processes, reduce reliance on spreadsheets, and improve resource efficiency, which led to cost savings.

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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.

Built for real risk and compliance work—modular, logical, and made to fit you.

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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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