

## CLIENT SUCCESS STORY



# About Whistl

Whistl is the UK's leading logistics provider, offering a comprehensive range of services including business-to-consumer mailing solutions, parcel delivery management, fulfilment, and contact centre services. Whistl prides itself on delivering efficient, high-quality services tailored to meet the needs of businesses across various sectors.

With a strong focus on customer satisfaction and operational excellence, Whistl is dedicated to improving internal processes, investing in innovation, and ensuring sustainable growth.

Whistl's mission is:

*"To grow by doing a great job, with can-do people working efficiently to deliver exceptional service to our customers."*



# The Whistl Difference

Whistl is dedicated to making working with them simple and efficient. They prioritise straightforward, transparent communication and aim to provide tailored solutions that help your business thrive.

## Customer-Focused

Whistl listens to your needs and works closely with you to create solutions that fit.

## Personal Service

Every customer is paired with a dedicated account manager, ensuring a personal touch at all times.

## Transparent

Whistl prides itself on being open, honest, and clear, always doing what's right for your business.



# The Challenge: Moving Beyond Manual Processes

Whistl relied on spreadsheets and folders to manage their risk and compliance activities—a process that was inefficient and difficult to scale. As regulatory requirements grew and operational complexity increased, Whistl needed a centralised platform that could replace these disconnected tools and support all of their compliance and risk functions in one place.

Ben Moulds  
*Risk, Assurance & Compliance Manager* | **whistl**

**“Initially, we were looking for a Risk Management solution to replace our Risk Registers on Excel. Symbiant was recommended by our Insurance Broker as a cost effective and outstanding solution. Since taking up the Risk Management module of Symbiant we quickly realised that there were further possibilities of working with Symbiant at a far more competitive price point than competitors.”**



# The Solution

Symbiant provided Whistl with a fully integrated and customisable Governance, Risk, and Compliance (GRC) platform. Unlike a one-size-fits-all solution, Symbiant offered a tailored approach, developing bespoke modules to meet Whistl's unique operational requirements.

While Whistl initially implemented Symbiant's Risk Register module, the company soon realised the platform's potential to offer even greater benefits. They began to expand their system by adding and customising other modules, all at a competitive price.

Ben Moulds

*Risk, Assurance & Compliance Manager* | **whistl**

**"The core module we extensively use is a custom-built service desk module, allowing all staff members to raise tickets for queries, incidents, breaches, and sign-offs. This approach has simplified our processes, providing a well-documented audit trail for R&C communications."**



# Whistl's bespoke modules included

Symbiant worked closely with Whistl to create solutions that would address their specific business needs, enabling the company to move away from outdated, manual processes and embrace more efficient, automated workflows.

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[Audit Management Modules](#)

[Document Management Module](#)

[Safety, Health, and Environment \(SHE\) Incident Reporting Module](#)



# The Results: How Symbiant Transformed Whistl's Risk & Compliance Operations

Since implementing Symbiant, Whistl has significantly improved the efficiency and effectiveness of its Risk and Compliance (R&C) department. The company has transitioned from disconnected manual processes to a fully integrated, streamlined platform that supports better data management, enhanced reporting, and greater operational efficiency.

Ben Moulds  
*Risk, Assurance & Compliance Manager* | **whistl**

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# The Results: How Symbiant Transformed Whistl's Risk & Compliance Operations

## Increased Efficiency

- Automation of manual processes and a shift away from spreadsheets.
- Streamlined workflows and improved data management.

## Enhanced Reporting & Data Access

- Access to real-time, comprehensive data for informed decision-making.
- Improved reporting capabilities with automated data collection.

## Cost-Effective Customisation

- Whistl benefits from Symbiant's modular and scalable approach, ensuring that they only pay for the features they need.
- Customised solutions that address Whistl's specific requirements.

## Greater Compliance

- More efficient management of risk, compliance, and audit activities.
- Better tracking and reporting to meet regulatory standards.



# The Future: Continued Growth with Symbiant

Whistl has successfully integrated Symbiant into their business operations and is continuing to expand the use of Symbiant modules. They are developing a Document Management Module to further consolidate their systems and improve collaboration across departments.

Ben Moulds  
*Risk, Assurance & Compliance Manager* | **whistl**

**“Overall so far we have increased the availability and breadth of data we have access to, automated a number of our processes, and reduced the need for paper or spreadsheets. In the future, we plan to tie all of this together within a Document Management solution.”**

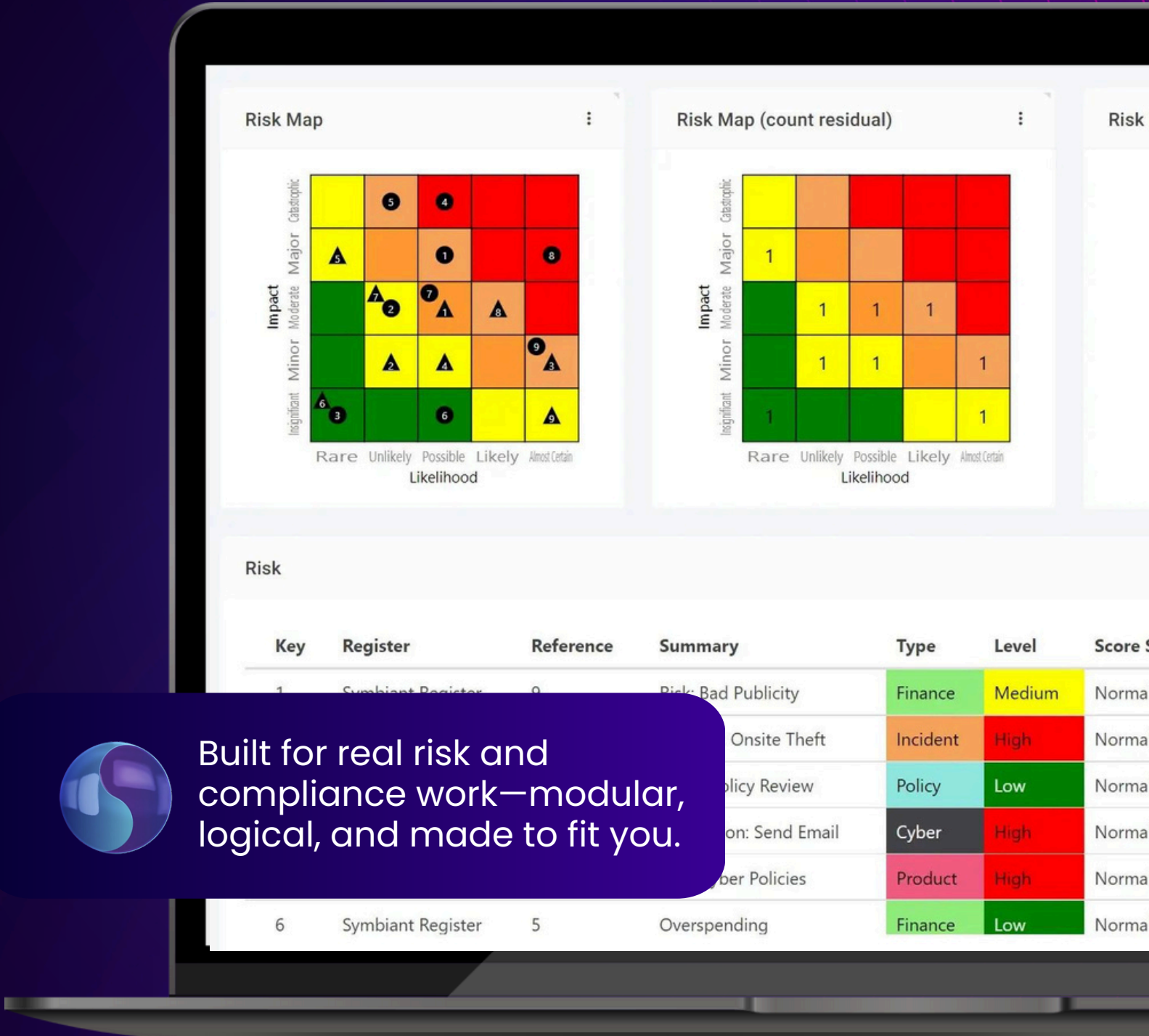



# Symbiant has been delivering essential and forward-thinking risk management modular solutions for over 26 years.

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.



## 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.



[WWW.SYMBIANT.CO.UK](http://WWW.SYMBIANT.CO.UK)

# Symbiant<sup>®</sup>