

CLIENT SUCCESS STORY

Symbiant[®]



ALD
Automotive

About Marsh Finance

ALD Automotive is a leading global vehicle leasing and fleet management provider, operating in 43 countries and managing over 1.51 million vehicles worldwide. As the largest vehicle leasing operation in Europe, the company delivers innovative mobility solutions to businesses and individuals across diverse sectors.

In the UK, ALD Automotive finances and manages over 135,000 vehicles, offering customers complete fleet management flexibility, from pure financing of cars and vans to fully outsourced fleet operations.

Established in the UK in 1958, ALD Automotive has decades of experience in vehicle funding and support services for both corporate and consumer markets. The company is recognised as one of the industry's most innovative and service-driven providers, with an award-winning portfolio of products trusted by major PLCs, small businesses, and individual drivers alike.



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The Challenge

Before implementing Symbiant, ALD Automotive faced significant limitations with its existing risk system. The platform was costly, difficult to use, and lacked essential functionality, leaving teams frustrated and restricted. Crucially, it provided no audit trail, making it impossible to track changes to risks or incidents with confidence.

To compensate, risk actions were managed through spreadsheets, a manual, time-consuming process that was difficult to maintain and prone to error. Reporting was equally inefficient, relying on manual effort that slowed workflows and limited visibility.

ALD Automotive set out to find a solution that was cost-effective, easy to use, and capable of connecting all parts of the risk framework, including risks, controls, incidents, reviews, and action tracking. The goal was to support both first-line teams and multiple second-line risk and compliance teams, while enabling smarter monitoring and more reliable reporting on risk mitigation plans.

Camilla Owen

Head of Non-Financial Risk
(1st Line of Defence)



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“Our previous risk system had very limited functionality, was very difficult to use and was expensive. The previous risk system did not keep an audit trail of changes so it was impossible to stay aware of changing risks/incidents. We used excel sheets to track risk actions – this was very difficult to use/keep up to date. The reporting was manual, inefficient and error prone.”

Objectives and Selection Criteria

When evaluating a new solution, ALD Automotive set out clear priorities. The system needed to be simple, user-friendly, and well controlled, ensuring it could be rolled out effectively to first-line teams. Cost-effectiveness was also essential, with a requirement to deliver more value than their previous, expensive system.

Beyond ease of use and cost, the platform had to provide the capability to monitor and report on risk mitigation plans while connecting all key elements of the risk framework — risks, controls, incidents, reviews, and action tracking. ALD Automotive also needed a single tool that could be adopted by multiple second-line risk and compliance teams, bringing consistency, visibility, and efficiency across the organisation.

Camilla Owen

Head of Non-Financial Risk
(1st Line of Defence)



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“Have a system which was simple/easy to use & well controlled, so that we could roll this out to our 1OD teams. Cost effective, had capability to monitor & report on risk mitigation plans, ability to connect different parts of the risk framework – risks, controls, incidents and action tracking. One tool that could be used by multiple 2LOD risk & compliance teams”

The Solution

In 2021, ALD Automotive implemented Symbiant to modernise its risk management approach. The organisation adopted a suite of modules including Risk Registers, Controls and Policies, Action Tracker, Reviews, and Incident Reporter to create one connected, centralised system.

The Action Tracker quickly proved invaluable. First-line teams could add progress updates without changing action details, while second-line risk and compliance teams had the ability to filter and download the reports they needed, ensuring control, oversight, and auditability.

The Incident Reporter also simplified processes, making it easy for first-line teams to log incidents quickly and consistently. The format was intuitive and user friendly, with dedicated fields configured for second-line teams to maintain visibility without overwhelming front-line users.

Camilla Owen

Head of Non-Financial Risk
(1st Line of Defence)



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“We started using Symbiant in 2021, we used risk, controls, action tracking, reviews, incidents. The action tracking capability was excellent. Our 1LOD teams could add progress updates but not amend any action details. Our 2LOD teams could filter on & download the reports they needed. The incident management module made it very easy for 1LOD to report an incident. The format was very user friendly. We also had fields only visible for the 2LOD teams.”

Results & Business Impact

By moving to Symbiant GRC, Risk Management and Audit Software, ALD Automotive significantly streamlined its risk management processes. The platform reduced the number of tools in use, eliminating the need for manual Excel and Word forms and cutting duplication across teams.

Reporting, once manual and inefficient, became quick, accurate, and easy to tailor, giving teams the flexibility to design reports that meet their specific needs. Overall, Symbiant created a smoother, more efficient workflow, freeing up time and ensuring greater consistency in how risks, controls, incidents, and actions are managed.

Camilla Owen

Head of Non-Financial Risk
(1st Line of Defence)



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“[Symbiant GRC, Risk Management and Audit Software] streamlined the process, reduced the number of tools in use and manual excel/word forms and duplication. Reporting is quick and easy – reports can be tailored to meet your design needs.”

“

“The Symbiant system is very well designed and user friendly. We were able to roll the system out to 1LOD and engage our colleagues in the risk process without compromising on the control or auditability of risk data. The Symbiant team were very helpful & collaborative when adapting the system to meet our specific needs.”

Camilla Owen | Head of Non-Financial Risk
(1st Line of Defence)




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.



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