

A Venn diagram consisting of two overlapping circles. The left circle is light blue and contains the Symbiant logo. The right circle is light orange and contains the whistl logo. The intersection of the two circles is a darker blue color and contains the text 'CLIENT SUCCESS STORY'.

## CLIENT SUCCESS STORY

**Symbiant**<sup>®</sup>

**whistl**



# 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* | 

**"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.”**



# Scaling Symbiant Across Whistl: The Next Chapter

After first adopting Symbiant for Risk Management, Whistl has expanded their use of the platform across the business. Today, they benefit from a wider suite of modules, including bespoke Health & Safety reporting, Audit Management, Document Management and Business Objectives to track ISO Management System objectives, showcasing how Symbiant's flexibility, agility and customisation enable organisations to create a system that adapts to their unique requirements and grows with their evolving needs.



# Whistl Created the System They Needed with Symbiant's Customisable, Modular, Agile Software

Whistl's journey demonstrates the power of Symbiant's modular architecture. What began as a single Risk Management solution quickly expanded into bespoke Health & Safety (SHE) reporting, Document Management, and customised Audit Management. With Symbiant's flexibility and agility, Whistl could shape each module around their own processes, rather than adapting to rigid software. The ability to customise Audit Working Papers and Audit Action Tracker into their own "Audit Manager" and "Finding Tracker" highlights how Symbiant enables organisations to build a GRC system that truly works for them, scalable, adaptable, and future-proof.

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

**"We initially took on Symbiant purely for Risk Management, and quickly expanded to use it for Health & Safety management with a completely bespoke module. That was highly successful so we did the same again with Document Management as we were coming to the end of contract with our previous supplier, and since implementing that in 2023 it has been a huge success. Around the same time we floated the idea of Audit management but the functionality wasn't quite right for us at the time, but with some customisation and simplification we got it where we wanted it to be and have used both Working Papers and Issues (we call it Audit Manager and Finding Tracker) since January 2024."**



# From ISO Objectives to 400 Active Users: How Whistl Replaced Spreadsheets with Symbiant's Flexible Platform

Whistl's expansion into our Objectives Module highlights how organisations can simplify ISO certification tracking and eliminate reliance on spreadsheets and PowerPoint. By centralising objectives in Symbiant, Whistl created a clear, auditable record that supports compliance and drives efficiency. The fact that Symbiant is now used by 400 active users across the Whistl Group demonstrates how our flexible, modular, agile platform scales across departments, giving each team the ability to work in ways that suit them best while still maintaining a single, connected system.

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

**"Since then as part of our ISO certifications we have also started using Objectives to track our ISO Management System objectives as it has helped us get away from spreadsheets and powerpoint presentations. Symbiant is now used across the entire Whistl Group albeit in different ways for different users, but we have 400 active users across the system."**



## How Ben Describes Whistl's Experience of Working with Symbiant

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

**"There are 2 areas. 1. Health & Safety incident logging and data reporting. We have seen improvements in standardisation, an increase in user engagement, and better metrics for data driven insights than we had ever previously had. This has supported our decrease in serious incidents and associated costs. 2. Audit Management has gone from Excel spreadsheets, word documents, and emails, to a fully integrated single location. All auditors and auditees can see and interact with their audits and findings with ease, and the reporting out of the back of the system is perfect at providing clear insights to different management levels."**



## Why Whistl Values Symbiant's Cost-Effective, Flexible and Supportive GRC Platform

Whistl's feedback underlines what sets Symbiant apart: affordability, customisation and outstanding support. As their needs evolved, they were able to adapt the system's look, feel and workflows with ease — proof of Symbiant's flexible and agile modular architecture. Backed by a responsive, knowledgeable support team, Whistl continues to expand their use of Symbiant, confident that the platform can scale with them while delivering excellent value.

Ben Moulds

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

**"We have had nothing but good experiences and we have a very strong relationship with the team at Symbiant. We continue to use Symbiant for a few reasons. 1. Cost – I don't know of a GRC solution as broad as ours for a similar price. 2. Customisation – we are able to make changes to have the system look, feel, and run to our requirements with ease. 3. Support – the team at Symbiant Support are friendly, knowledgeable, understanding, and quick to respond."**




# 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>