

CLIENT SUCCESS STORY

Symbiant[®]

CONCERN
worldwide

In a Year of Tight Budgets and Tough Decisions, Symbiant Stood by Its Clients — Proving That Real Value Is Measured in Support, Not Just Software



At Symbiant, we've always believed that being a great software company isn't about size, it's about values. We're a small, independent team that puts clients above profit and purpose above sales. When our clients face challenges, we don't disappear behind support tickets, we stand beside them.

As budgets tighten and resources stretch across every sector, Symbiant remains committed to offering one of the most affordable yet capable GRC, Risk Management, and Audit solutions with optional AI Assistance on the market. Our modular, fully customisable, and agile platform means every organisation, from global enterprises to small charities, can build a system that fits their exact needs without overspending.

In 2025, the humanitarian and nonprofit sector faced one of its toughest financial years. Many organisations were forced to scale back, and vital governance systems were often viewed as expendable. But platform like Symbiant don't add cost, it save it. By automating manual processes and connecting teams globally, we help reclaim hours that would otherwise be lost, and in real terms, time saved is money protected.

So when a long-standing partner like Concern Worldwide, with whom we've shared a 15-year journey, faced funding constraints, we didn't step back, we stepped up. Symbiant provided complimentary licensing to ensure their audit assurance work could continue without interruption, supporting both their mission and their team's morale.

What Partnering with Symbiant Means In the Words of Concern Worldwide



"Given the context and challenges faced by the humanitarian aid sector in 2025, it was genuinely heartening to meet the unexpected generosity and understanding we received from Symbiant as a long running business partner to Concern Worldwide. Your kind gift truly has made a difference to us –it has supported the logistics of ongoing audit management and closure, as well as giving our team morale a definite boost."

— Catherine Gleeson, Head of Internal Audit & Investigations, Concern Worldwide

About Concern Worldwide

Concern Worldwide is an international humanitarian organisation working towards a world free from poverty, fear, and oppression. They deliver life-saving and life-changing interventions to some of the world's poorest and most vulnerable people, ensuring that even in the hardest-to-reach places, no one is left behind.

From rapid emergency response to innovative development programming, Concern's teams work directly with affected communities to save lives, protect livelihoods, support recovery, and build long-term resilience.

Concern's approach is rooted in accountability, collaboration, and respect, ensuring that every resource and every action creates lasting, measurable impact for the people who need it most.

Catherine Gleeson

Head of Internal Audit & Investigations, Concern Worldwide



"At Concern, we work with people living in extreme poverty to achieve major improvements in their lives which last and spread without ongoing support from Concern. Informed by the priorities of affected communities, we go where the needs are greatest, and work to save lives, protect and develop livelihoods, support recovery and build long-term resilience."

When Precision, Accountability, and Global Reach Were Essential, Concern Worldwide Turned to Symbiant — a Partner That Delivers Clarity and Confidence Without Complexity

Operating across more than 20 countries, Concern Worldwide manages complex programmes that demand precision, accountability, and real-time oversight. For an organisation delivering humanitarian aid in some of the world's most challenging environments, audit assurance isn't just a compliance exercise, it's a cornerstone of trust.

Concern needed a platform as agile and dependable as their mission, one that could connect teams across continents, track every open finding, and give leadership clear, instant visibility into progress.

That's why, in 2010, Concern Worldwide chose Symbiant.

They recognised in Symbiant a partner that shared their values of efficiency, integrity, and transparency — and a system purpose-built to deliver powerful results without complexity. Symbiant web-based, globally accessible platform gave Concern the ability to manage audit follow-up with confidence, consistency, and clarity, wherever their teams are working in the world.

Catherine Gleeson

Head of Internal Audit & Investigations, Concern Worldwide



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Empowering a Worldwide Audit Function With Seamless Accessibility and User Friendly Interface

For a global organisation like Concern Worldwide, accessibility and simplicity were essential. With country programmes operating across multiple regions, the Internal Audit team needed a platform that could unify their processes without adding complexity.

Symbiant's secure, web-based system provided exactly that. Accessible anywhere in the world, it gave every user, from head office to field teams, the ability to log in, collaborate, and update progress in real time. Its intuitive design meant new users could "hit the ground running", ensuring audit findings were progressed and closed without delay.

What began as a solution for audit follow-up quickly became a trusted foundation for visibility and accountability, helping Concern maintain momentum, even across continents and time zones.

Catherine Gleeson

Head of Internal Audit & Investigations, Concern Worldwide



"Given the broad geographic spread of our country programme offices, Symbiant as a web-based solution was an ideal fit for our needs. It has allowed for easy access by users around the world and is a very user-friendly platform that has allowed onboarding staff to hit the ground running and maintain the momentum in closing audit findings"

The True Cost of Losing a System That Holds Everything Together

In 2025, the non-profit sector faced severe funding cuts, forcing many organisations to make difficult decisions. For Concern Worldwide, this included the potential cancellation of their Symbiant licence, a decision driven not by performance, but by necessity.

Without an automated, globally accessible system, the implications would have been immediate. The Internal Audit team would face a significant increase in manual workload, following up on individual audit reports, consolidating updates, and chasing actions across more than 20 countries. This would have placed additional pressure on country management teams and diverted time away from essential programme delivery.

For an organisation operating on the front lines of humanitarian response, time isn't just valuable, it's mission-critical. Losing Symbiant would have meant losing efficiency, oversight, and the ability to focus resources where they're needed most.

Catherine Gleeson

Head of Internal Audit & Investigations, Concern Worldwide



"This decision [to cancel Symbiant License] was part of a broader programme of cost cutting measures by our organisation in response to the wider funding cuts in the non-profit sector in 2025. The absence of an automated, globally accessible tool like Symbiant would lead to a number of challenges for my team and for the wider organisation. For example, there would be a significant time commitment involved in manually following up on each individual audit report. Further, this would add a time burden on our country management teams, taking away from more critical programme work"

A Small Business with a Big Commitment to Its Clients

As a small, independent company, Symbiant has always believed that business should be driven by values, not by scale. Our ethos is simple, to create technology that empowers people, and to stand by those who rely on us, especially when circumstances make it hardest to do so. So when Concern Worldwide, a partner of over 15 years, faced severe funding cuts in 2025, we didn't treat it as a contract to be lost, we treated it as a relationship to protect. We extended a complimentary annual licence to ensure their audit and assurance work could continue uninterrupted.

For a global humanitarian organisation, that continuity meant everything. It preserved their ability to track and close audit findings efficiently, maintain control assurance, and keep transparent reporting flowing to management and the Audit Committee. But most importantly, it reflected what matters most to us as a business, doing the right thing. Because at Symbiant, partnership isn't a transaction. It's a promise. And when our clients need us most, we show up, with empathy, commitment, and pride in the impact our support enables.



This free license has had a very positive impact for us. We have been able to continue providing an easy to use method to progress and close audit findings. Addressing internal audit findings timely is a cornerstone in providing assurance that the control environment is operating effectively, which is another positive impact of retaining this system. Also, Symbiant has excellent custom reporting options that facilitate updates to management and the audit committee.”

Catherine Gleeson,
Head of Internal Audit & Investigations,
Concern Worldwide



Trusted for 15 Years & Recommended Without Hesitation

After more than 15 years of partnership, Concern Worldwide continues to highlight three things that make Symbiant stand out — ease of use, global accessibility, and exceptional value.

Our fully web-based platform allows users around the world to log in securely, collaborate effortlessly, and stay connected without the need for complex installations or technical maintenance. Its intuitive design makes onboarding simple, helping teams “hit the ground running” and maintain momentum from day one.

And as one of the most cost-effective GRC, Risk, and Audit solutions on the market, Symbiant delivers enterprise-level capability without enterprise-level cost, making powerful governance technology accessible to organisations of every size and sector.

Catherine Gleeson

Head of Internal Audit & Investigations, Concern Worldwide



“The ease of use, the global access facilitated by the web-based nature of the platform, and the cost have all been key positive aspects of our experience with Symbiant that I would highlight to other users looking for a similar 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.



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