



## **Marsh Finance Ltd**

**Marsh Finance's philosophy is their unwavering commitment to maintaining exemplary compliance levels.**

**Symbiant<sup>®</sup>**

# Overview

## A Short History

Marsh Finance is an esteemed independent car finance lender with a rich history spanning over fifty years. They are headquartered in Rochdale, UK and have been at the forefront of the automotive finance industry, providing non-prime PCP and Hire Purchase car finance products across the United Kingdom.

As an organisation, they continuously strive to be at the forefront of regulatory changes, ensuring they stay ahead of compliance requirements in the dynamic landscape of the financial sector. They have an extensive range of services, including lending through introducers such as car dealerships and car finance brokers and direct lending to consumers.

Marsh Finance takes pride in offering a compliance advisory service through its renowned Marsh Valued Partnerships programme, which adds significant value to its partners' operations. It bolsters their confidence in their compliance practices.

# Core Objectives

By aligning its actions with these core objectives, Marsh Finance aims to solidify its position as a market leader in the automotive finance industry, setting the standard for compliance, customer service, and innovation.



## People

Marsh Finance place paramount importance on its team's capabilities and performance, fostering a culture of continuous improvement and dedication to delivering the best possible results for its clients and partners.

## Technology, Process, Infrastructure & Agility

As the financial industry evolves rapidly, Marsh Finance recognises the need to adapt and embrace emerging technologies. Improving technological knowledge and enhancing their processes and infrastructure enables them to maintain productivity, responsiveness, and efficiency.

## Sustainability & Growth

In pursuit of long-term success, Marsh Finance believes in providing meaningful and accurate Management Information (MI) to enable informed, data-driven business decisions, empowering their organisation to identify opportunities for growth and sustainability while mitigating potential risks effectively.

## Communication & Partnership Development

As a reputable financial institution, Marsh Finance emphasises positively promoting its brand, corporate identity, and perception to customers and partners. They believe that transparent and open communication fosters solid relationships and facilitates collaborative growth.





# The Issue



Dan Simpson, Head of Risk & Compliance at Marsh Finance, explained the issue that led the company to search for an alternative solution:

“We sought a Risk and Compliance software solution due to the cumbersome and manual process of managing everything through spreadsheets and folders. Our aim was to find a comprehensive software that could handle multiple modules rather than just a risk register module. We wanted a solution that could meet all of our Risk & Compliance requirements.”

# The Solution



Dan goes on to explain how Symbiant was the solution they were looking for:

“When we spoke with Andrew at Symbiant, he initially enlightened us about the possibility of designing and creating custom modules tailored to our business needs.”

Marsh Finance needed to find a solution that would be able to meet all of their unique requirements and be adaptable enough for long-term use as the business grew.

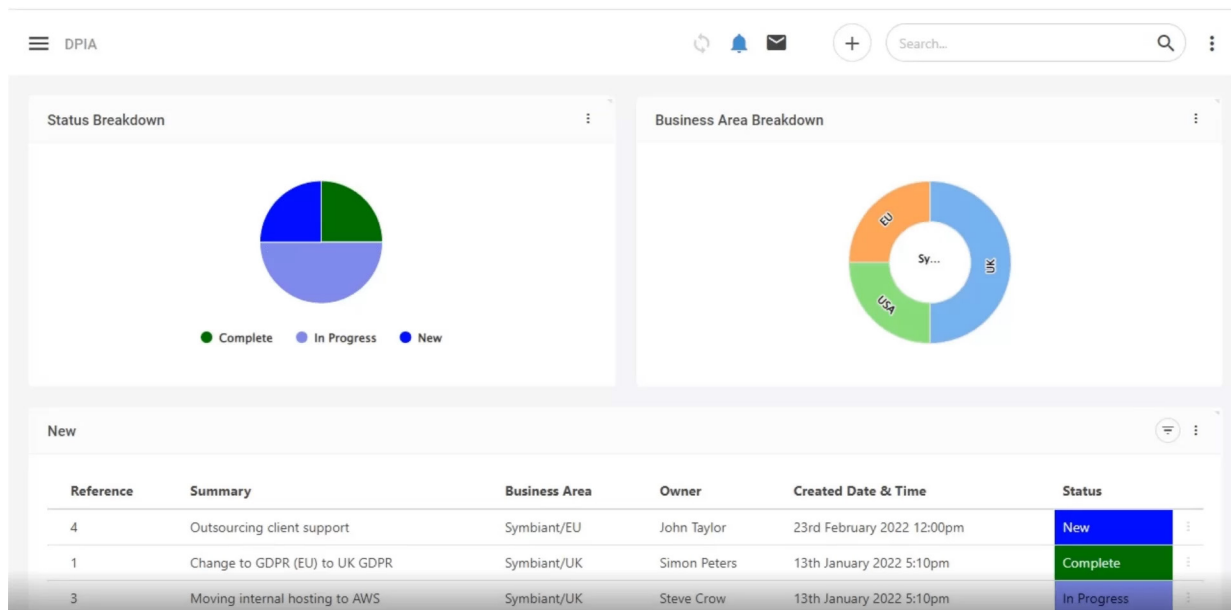
Symbiant is a fully-integrated and customisable software solution that created new modules for Marsh Finance’s use.

# The Benefits

When asked about what benefits he has seen since using Symbiant for Risk and Compliance, Dan had this to say:

“Marsh relies on Symbiant for various Risk and Compliance (R&C) requirements. The core module we extensively use is a custom-built service desk module accessible to all staff members. It enables them to raise tickets for general queries, SARs, incidents, breaches, and financial promotion sign-offs. This streamlined approach has greatly benefited our business, providing a well-documented audit trail of all R&C department communications. Additionally, we make use of the pre-designed risk register module tailored to our specific business needs. Department heads now have the ability to manage their risks, contributing to a comprehensive company-wide risk register...”





Dan continues:

“..To address our unique business demands, we have created several other modules. Our custom due diligence module, compliance monitoring action tracker, and DPIA module are in place, and we are currently developing a business continuity and operational resilience module. One of the most outstanding aspects of Symbiant is its flexibility in designing modules. Our account manager at Symbiant actively listens to our precise requirements and proposes enhancements to improve module functionality. Symbiant has revolutionised our R&C department’s operations, significantly easing our workload and, most importantly, enhancing our compliance levels.”



# Symbiant®

Symbiant has created essential and forward-thinking risk management modular solutions for over 23 years.

Over the years, Symbiant has supported countless businesses, charities, and government bodies to modernise and improve their Governance, Risk, Compliance (GRC) and Audit efforts.

Symbiant keeps costs low and offers a monthly pay-as-you-go contract and mix-and-match modules so that the solution you pay for is the solution you need.

Symbiant.One is the sixth version of our software. With pricing starting as low as £300 a month and being fully customisable, it is easy to see why Marsh Finance has succeeded.

Symbiant One is an agile, modular framework, so you get a solution that meets your exact requirements, whatever they are.

Contact us today:



[www.symbiant.co.uk](http://www.symbiant.co.uk)