

Symbiant GRC and Audit Management Software

Service Definition Document

→ www.symbiant.co.uk

Symbiant®

**HM Treasury Orange Book
Aligned GRC & Audit
Management Software**

→ www.symbiant.co.uk



Powerful, Agile, and Trusted GRC Software with Optional Professional AI Assistant

**450**Survey
Participants**95%**Users were satisfied or better
with the system as a whole**97%**Users were satisfied or
better with the support

Symbiant is a UK-based company with a long-established track record of delivering risk, audit, and compliance solutions to public-sector organisations and government bodies. Trusted by UK government clients and organisations of all sizes, from charities and local authorities to global enterprises, Symbiant provides a modern, modular GRC platform built to meet the highest standards of governance, risk, and compliance. Since 1999, we've delivered powerful, flexible, and intuitive software that adapts effortlessly to the way you work, supported by a 95% user satisfaction rate.

Over the past 26 years, Symbiant has been shaped by real-world requirements and developed with input from Big Four accountancy firms and organisations of all sizes. As the creators of the world's first collaborative GRC system, and the only solution to ever have been endorsed by the ICAEW, Symbiant has consistently led innovation in the sector. Our commitment to affordability, transparency, and long-term value means we often deliver more functionality, better support, and greater flexibility at a fraction of the cost of traditional GRC solutions. This proven heritage makes Symbiant a trusted, cost-saving, low-risk choice for UK government procurement.

Work Your Way

Flexible, Connected and Effective



Collaboration

Work and share information and tasks across the whole business. Users can access just using a web browser and an internet connection.



Full Accountability

Ensure full accountability through a centralised GRC software platform that provides robust action tracking, clear ownership assignment, and a comprehensive, tamper-resistant audit trail.



User Roles and Privileges

You define users' roles and privileges so users can see what you want them to see and perform only the tasks you want them to perform. You're in control of who does what and what they can see.



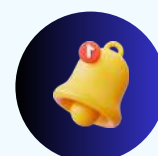
Mix'n'Match

Activate the modules you require when you need them and share data, as required, between modules and users.



Customise

Customise page views and reports to meet your exact requirements.



Automated Notices and Triggers

The system sends automatic notice, escalation and reminder emails as required

A Platform Built to Fit the Way You Work

Symbiant gives you complete flexibility to shape the system around your processes — not the other way around. Collaborate effortlessly across teams, work offline and sync later, tailor user permissions, customise views and reports, activate only the modules you need, and automate routine tasks. With multilingual support, instant spreadsheet imports, and flexible 90-day contracts, Symbiant adapts to your organisation's needs from day one.



Multilingual

Auto translate text to users base language, allowing users to work in the language they are most comfortable with.



Secure

Your data is protected by UK-based ISO 27001-certified infrastructure, ensuring secure, compliant, and resilient operations.



Import Data from Spreadsheets

Import your current data directly from the spreadsheets.



90 Day Contracts

90 day contracts so you can use even for short term projects.

Adapting the Platform to Organisational Requirements

Symbiant's modular framework is highly adaptable, but organisations may occasionally require functionality that extends beyond the standard modules. In these cases, Symbiant offers the option to modify existing modules or develop bespoke modules to meet specific operational requirements. This process involves close collaboration with the organisation to ensure that any new or adapted functionality aligns precisely with its workflows and information needs.

Custom report creation is also available. Bespoke reports can be tailored to present data in formats that support internal decision-making, reduce manual effort, and improve the clarity of information presented to stakeholders.

Symbiant's mix-and-match module structure and pay-as-you-go model allow organisations to implement only the components they need, while still retaining the flexibility to expand or customise the system as their requirements evolve. The platform is designed to support a wide range of operational contexts, from straightforward processes to more complex or specialised activities.



Ethical, Compliant AI that Writes, Connects, and Cleans your GRC Data—so You Move Faster with Confidence.

Symbiant's optional AI Assistant is fully integrated and purpose-trained for real-world risk, audit, and compliance. It operates ethically and in alignment with the UK Government's Generative AI Framework and best-practice guidance, with controls that support GDPR compliance and responsible data use. Beyond analytics, the AI can draft and rewrite the narratives teams need—clear issue summaries, risk statements, control descriptions, audit findings, and remediation plans—so stakeholders quickly understand context and next steps. It automatically connects related items across modules (risk, audit, compliance, incidents, actions, and policies), surfaces emerging threats and gaps against relevant standards, and flags duplicate or near-duplicate records to keep data clean. The result is faster, higher-quality outcomes with reduced manual effort and actionable, traceable recommendations.

→ Explore **Symbiant AI**

Ethical by Design & GDPR-Supporting Controls

Human-in-the-loop review, transparent reasoning, audit trails, role-based access, and data-minimisation settings aligned with the UK Government's Generative AI Framework and public-sector ethics guidance.

Cross-Module Intelligence

Connects related records across risk, audit, compliance, incidents, actions, and policies; builds relationships so teams can see cause-effect and accountability across the organisation.

Write & Rewrite the Content Buyers Need

Auto-drafts issue summaries, root-cause analyses, risk and control statements, executive briefings, and remediation/action plans; rewrites for clarity, consistency, and the preferred policy tone of voice.

Duplicate & Near-Duplicate Detection

Finds and flags duplicate incident reports, risks, controls, tasks, and policy entries; suggests consolidation to keep the dataset trustworthy.

Threat Discovery & Gap Analysis

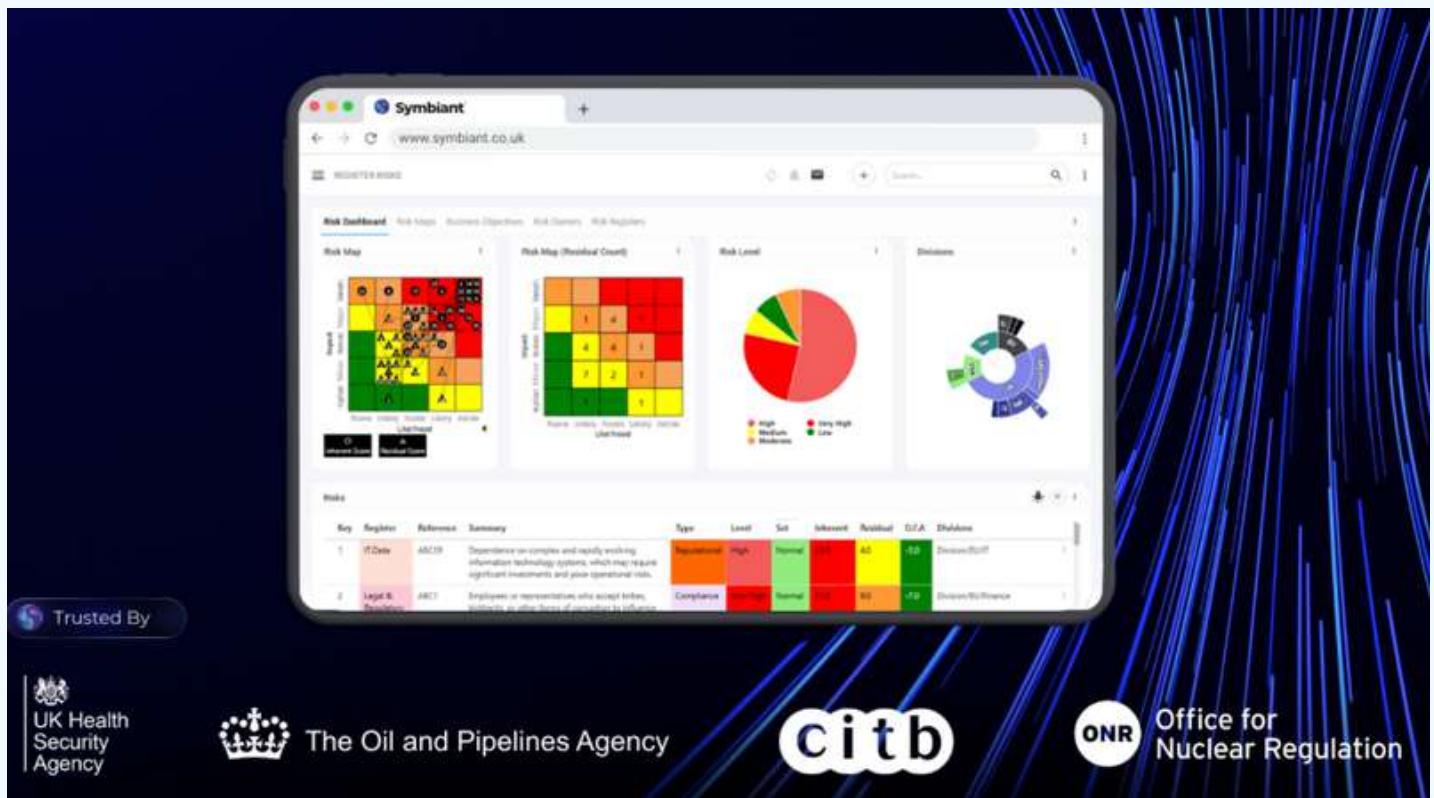
Highlights emerging risks and control gaps against configured frameworks and guidance; prioritises follow-ups with rationale you can audit.

Time-Saving Automation

Reduces manual collation and write-up time with pre-filled, reviewable drafts and consolidated insights, so teams focus on decisions—not data wrangling.

AI Professional GRC trained AI





Trusted by Leading UK Public Bodies & Aligned with HM Treasury's Orange Book

Symbiant is currently in use within several UK public sector organisations, including CITB, the UK Health Security Agency (UKHSA), the Oil and Pipelines Agency (OPA), and the Office for Nuclear Regulation (ONR). These organisations use the platform to manage risks, incidents, controls, audits, and related assurance activities within a centralised system. This reflects Symbiant's suitability for environments that require structured governance processes, clear audit trails, and controlled access to information.

Symbiant is designed to support the principles set out in HM Treasury's Orange Book: Management of Risk – Principles and Concepts. Symbiant provides a framework that enables organisations to record, assess, and monitor risks in a consistent manner. Features such as configurable risk scoring, audit trails, linked controls, and connected assurance activities help maintain a coherent view of risk across departments. By consolidating information in one system, Symbiant facilitates the type of organisation-wide visibility and documentation that the Orange Book identifies as important for effective governance and risk management. This includes the ability to maintain up-to-date registers, track review cycles, record actions, and document changes in a transparent and accountable way.

Outstanding User Satisfaction Across UKHSA with Symbiant's GRC, Risk Management and Audit Software



The results of UKHSA's fully independent user survey provide a clear and compelling demonstration of how Symbiant performs in a high-responsibility public-sector environment. One year after replacing spreadsheet-based processes with Symbiant, the organisation's active users reported exceptionally strong levels of satisfaction across the system and the support they receive.

These outcomes offer measurable validation of Symbiant's ability to deliver reliability, governance alignment, and operational clarity at a scale required by a national authority such as UKHSA. The headline results capture the strength of this adoption and the confidence users have placed in the platform.

450

Survey Participants

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CITB: Replacing Spreadsheets with Symbiant's Unified GRC Platform



The Construction Industry Training Board (CITB), an executive non-departmental public body sponsored by the Department for Education, chose Symbiant to replace manual, error-prone spreadsheets with a single, intuitive risk management ecosystem. Using Symbiant's GRC, Risk Management and Audit platform, CITB now benefits from real-time visibility, automated action tracking and reminders, clearer reporting, and a system that their teams across England, Scotland, and Wales actually enjoy using.

CITB highlighted Symbiant's ease of use, adaptability, and flexibility as key reasons for their choice, praising how smoothly the software fitted around existing processes and how quickly users adapted to the new way of working. Following a successful rollout, CITB expanded to 150 seats to bring both organisational and project risks into Symbiant, strengthening collaboration, oversight, and governance across the entire organisation.

“We looked for a system that is user friendly and adaptable and could be customised to suit our needs. We also looked for a system that is not too complex and would not add a significant extra burden on the users. [...] The system is intuitive and user friendly and can be fairly easily customised to suit the needs of the organisation [...] Symbiant has fitted really well into our existing processes. Implementation was quite smooth following some modification to standard to meet our needs [...] The users found the system intuitive and user friendly and quickly adapted to this new way of recording and managing risks. Audit and risk team were trained by the Symbiant team and so did a degree of self-customisation.”

— Anna Kornaszewska, Audit and Risk Coordinator, CITB

Powerful Risk Management Software

Symbiant provides a dedicated, modular, agile risk management platform within its GRC suite, designed to centralise and automate how organisations identify, assess, and mitigate risks. Our secure cloud-based system replaces fragmented manual processes with a unified dashboard featuring dynamic risk registers, visual heatmaps, and comprehensive control management. Users can link incidents directly to risks, track remedial actions with automated reminders and accountability, and monitor Key Risk Indicators (KRIs) for real-time insight. This enables clearer oversight, consistent governance, and proactive, evidence-based decision-making across the organisation.

[Learn More](#)

Complete Visibility Across the Organisation

Centralised risk registers, dashboards, and heatmaps give you a real-time, organisation-wide view of risks, trends, and priorities.

Linked, Connected Governance

Incidents, controls, KRIs, actions, and audits all link directly to risks, creating a single, consistent source of truth without spreadsheets.

Automation That Saves Time and Reduces Errors

Automated reminders, escalations, and updates keep reviews, actions, and accountability on track, eliminating manual chase-ups.

Fully Customisable & Easy to Use

Layouts, scoring, forms, and workflows can be shaped around your existing processes, making adoption fast and intuitive for all teams.



A Unified Platform for Efficient, Reliable Audit Management

Symbiant's Audit Management platform provides a fully integrated, cloud-based, secure environment for planning, executing, and reporting on audits with clarity and consistency. The Audit Universe, Working Papers, and Audit Action Tracker modules work together to centralise audit assets, standardise documentation, and ensure every audit is fully evidenced and traceable. Auditors can link risks, controls, and incidents directly to their work, maintain structured working papers, and produce clear, accurate reports with a single click. The result is a streamlined, transparent audit process that strengthens assurance and reduces manual effort across the organisation.

[Learn More](#)

Manage the Entire Audit Lifecycle

From planning and execution to action tracking and reporting, handle everything in one unified, easy-to-embed, intuitive platform built for efficiency.

Identify Weaknesses That Threaten Strategic Goals

Uncover gaps in controls, processes, and compliance that could impact your objectives—so you can act before risks escalate.

Strengthen Accountability and Follow-Through

By tracking findings and assigning actions, audits ensure issues are resolved and objectives stay on track.

Fully Customisable and Seamlessly Integrated

Tailor fields, templates, and workflows to match your internal audit process. Built-in alerts, reminders, and tracking tools help you stay on top of every finding.



Stay Ahead of Regulations with Symbiant's Compliance Management Software

Symbiant's Compliance Management platform provides a central, structured environment for tracking regulatory obligations, monitoring controls, managing issues, and ensuring accountability across the organisation. Symbiant replaces disconnected manual processes with a unified system that standardises documentation, automates reminders, and gives compliance teams full visibility of progress and risks. With configurable workflows, linked data, and clear audit trails, Symbiant helps organisations maintain compliance with confidence and consistency.

[Learn More](#)

Flexible Workflows Built Around Your Needs

Customise forms, processes, review cycles, and reporting so compliance activities mirror your organisation's structure and requirements.

Centralised Oversight of All Compliance Activities

Track issues, findings, actions, DPIAs, complaints, and SHE incidents in a single, organised platform.

Automated Reminders & Escalations

Keep deadlines on track with automated notifications, reducing manual follow-ups and ensuring nothing is missed.

Complete Audit Trails for Assurance

Every action, update, and decision is recorded, providing the transparency required for internal and external assurance.



All Symbiant Modules at a Glance

Symbiant provides a single, unified platform for all your Governance, Risk, and Compliance (GRC) needs. Built as a true Single Source of Truth (SSOT), data is entered once and shared seamlessly across modules—eliminating duplication and ensuring consistency. Each module works independently yet integrates effortlessly, giving you a flexible system that grows with your organisation. Activate only what you need today and scale at your own pace, with unlimited users, no hidden costs, and full interoperability across risk, audit, compliance, and governance functions.

Risk Management	Identify, assess, and monitor risks with configurable frameworks, automated scoring, and real-time dashboards. Link risks to controls, actions, and incidents for complete visibility.
Audit Management	Plan, schedule, and execute audits using collaborative workflows. Generate findings, recommendations, and reports, track remediation progress, and link audits to risks, controls, and incidents helping you identify emerging risks.
Compliance Management	Manage regulatory obligations as well as DPIAs, and ROPA in one connected system. Link requirements to policies, controls, risks, and evidence, automate actions and reminders, and maintain a clear audit trail to support UK GDPR and regulatory compliance.
Action & Task Management	Assign, monitor, and complete actions linked to risks, audits, and compliance requirements. Keep accountability clear and progress visible.
Third-Party Risk Management	Assess and monitor supplier risks, contracts, and compliance obligations. Automate questionnaires and maintain a centralised vendor risk register.

Explore the Full Symbiant® Suite

Explore more details on our website.

→ www.symbiant.co.uk



Service Standards, Compliance & Proof of Concept

1. Proof of Concept (Free Trial)

Symbiant offers a limited free trial to public sector organisations wishing to conduct a Proof of Concept (PoC) before entering a full call-off contract.

Access: Interested organisations can request a 14-day secure sandbox environment to evaluate the platform's modularity and AI capabilities.

Initiation: To start a PoC, please contact our team via the contact us page on our web site: <https://www.symbiant.co.uk>

2. AI Ethics & Transparency

Our Optional AI Assistant is purpose-trained on risk, audit, and compliance data to surface insights while maintaining strict data sovereignty.

Compliance: Symbiant's AI usage aligns with the UK Government's Generative AI Framework and ethics guidelines, ensuring transparency and accountability.

Security: Data processed by the AI remains within our ISO 27001-certified UK infrastructure and is never used to train external or public models.

3. Service Levels and Support (SLAs)

We provide high-availability support to ensure operational continuity for all public sector clients.

Response Times: We guarantee a response to support requests in under 1 hour during standard business hours.

Support Channels: Web Chat: Available 7 days a week for immediate assistance.
Phone & Email: Available Monday to Friday, 09:00 – 18.00.

Support Satisfaction: Our dedicated support team maintains a 97% satisfaction rating across our public sector user base.

Security, Support, and Deployment Overview

Data Security	Symbiant is hosted in two UK-based, ISO 27001-certified data centres – our primary environment on Amazon Web Services (London) and an off-site backup facility in Gloucestershire. Data is backed up nightly with copies stored in both locations. In the unlikely event of a full data centre failure, Symbiant can be fully restored and operational within 12 hours using the recovery site.
Support	We provide 24/7 support to all clients at no additional cost. Most support requests receive a response within one hour. Our team also assists with setup, configuration, and live web meetings to guide you through the system whenever needed. Support statistics can be viewed at: support.symbiant.co.uk/symbiant-service-levels/
Implementation	Once you sign up, your system is typically deployed within 24 hours. Our team remains available throughout implementation to help you get up and running as quickly as possible.
Technical Requirements	Symbiant requires only an HTML5-compliant web browser (all modern browsers qualify) and an internet connection. No installation or local hardware is needed.
Termination	You may terminate your service at any time by providing 90 days' written notice to accounts@symbiant.co.uk .

Secure, Compliant, UK-Hosted Platform

Symbiant is delivered as a secure, cloud-based SaaS platform hosted in AWS UK data centres, ensuring high availability, resilience, and full compliance with UK public-sector requirements.

Our hosting environment is ISO 27001 and Cyber Essentials Plus certified, with data fully encrypted in transit and at rest. Organisations benefit from granular, role-based permissions, ensuring users only access the information relevant to their responsibilities. All activity is recorded through tamperproof audit trails, supporting transparency, accountability, and robust assurance.

Symbiant is fully GDPR compliant, with strict data-handling practices. The optional AI Assistant does not store or train on any customer data; it operates using a temporary, secure cache that is automatically deleted after each query.

This secure-by-design approach ensures Symbiant meets the expectations of government bodies, regulators, and organisations operating in sensitive or highly regulated environments.



Highly Trusted

Affordable

Customisable

Learn More or See Symbiant in Action

For more information or to arrange a free demonstration, please visit www.symbiant.co.uk



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