



# Driving compliance excellence: how Great Western Railway streamlined operations with CoreStream GRC

## CHALLENGE

### Navigating complex compliance requirements

Operating under a franchise agreement with **1000+ compliance obligations**, Great Western Railway faced significant risks. Failure to meet these obligations could result in substantial fines and jeopardize eligibility for future franchise bids.

The complexity demanded a robust solution to ensure proactive management of activities and evidence collection, **a centralized source of truth for all compliance requirements** throughout the franchise lifecycle.

## SOLUTION

### Tailored innovation with CoreStream GRC

To address GWR's unique challenges, Great Western Railway turned to CoreStream GRC to deliver something better. Together, they developed **Rail Franchise Management, a tailored solution** that was designed to empower GWR to effectively **manage its obligations and stay ahead of regulatory demands**.

Key features include:

- **Enhanced visibility:** all staff with compliance responsibilities can easily track actions, deadlines, and obligations. Empowering every staff member with compliance responsibilities to know exactly what's required and when.
- **Real-time insights:** advanced reporting dashboards provide supervisors with instant visibility into the status of compliance activities.
- **Streamlined communication:** A dedicated correspondence hub simplifies communication with key regulators like the Department for Transport and the Office of Rail and Road.

CoreStream GRC's flexible platform enabled GWR to **customize the solution to meet their precise operational needs without requiring technical expertise**, underscoring the platform's adaptability and user-centric design.

## OUTCOME

### Smarter compliance, stronger results

By rethinking their approach with CoreStream GRC, GWR has transformed its compliance operations, achieving:

- **Unburdened teams:** Freed from tedious administrative work, GWR's compliance team can now focus on high-value, strategic activities.
- **Enhanced audit trails:** Regulators benefit from a clear, comprehensive record of compliance activities, strengthening trust and accountability.
- **Proactive issue resolution:** Early identification of potential issues allows GWR to address them before they escalate, ensuring obligations are met with confidence.
- **Efficiency gains:** With fewer resources, the compliance team is delivering more than ever before.

## ABOUT GWR

Great Western Railway, owned by FirstGroup, is a leading British train operator serving the Greater Western franchise area. With 197 managed stations and trains stopping at over 270 destinations.

- **No. of employees:** 6230
- **No. of customers:** 100 million+



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"The CoreStream GRC system provides us with an amazing single source of truth, not just for what needs to be done, but also for what's been completed.

By capturing everything in one place, we can see all obligations, manipulate them, and report on them.

**My mantra is: if in doubt, get it into CoreStream. You can never have too much information."**

Business Assurance Director  
GWR



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