



Unlocking time and efficiency: Shell Energy's success with CoreStream GRC's Risk Management solution

CHALLENGE

The growing pains of a rapidly expanding business

As First Utility's business expanded quickly, its risk management processes struggled to keep up. The company **relied on Excel spreadsheets and labor-intensive manual processes** that were inefficient and unsustainable for a growing organization of their size.

First Utility needed a risk management solution that was **scalable, streamlined, and user-friendly**, one that could replace administrative burdens with powerful functionality. The team also sought a GRC platform that could **centralize policy management**, demonstrate clear links between risks and policies, and make compliance simple for employees and stakeholders alike.

SOLUTION

Flexible solutions to meet their unique needs

Unlike rigid, one-size-fits-all systems, CoreStream GRC delivered a **tailored, intuitive solution** that met First Utility's bespoke requirements. Guided by our philosophy that technology should enable, not obstruct, we provided a **highly flexible platform designed to evolve alongside their scaling business**.

Key elements of their GRC solution included:

- **Customizable risk register:** Simplified the recording, reviewing, and dissemination of risk information for employees and other stakeholders, with pre-built, configurable features designed to eliminate administrative pain points.
- **Centralized policy library:** Enabled seamless storage, sharing, and updating of policy documentation, ensuring users had access to the latest materials with a few clicks.
- **Policy-to-risk mapping:** Linked policies, risks, and mitigating actions to provide clear oversight and accountability, enabling a proactive clear plan for every risk.
- **Document management made easy:** Embedded tools allowed offline editing, version control, comments/tagging and streamlined publishing of major policy updates.
- **Intelligent automation:** Automated workflows prompted owners to review, approve, and update risks and policies, reducing delays and boosting ownership of the program.
- **Real-time dashboards:** Delivered actionable insights at a glance, highlighting trends and issues while enabling users to drill down into underlying data for more detailed analysis.

ABOUT THE CLIENT

First Utility Group is a challenger energy and broadband provider, operating as a wholly owned subsidiary of the Shell Petroleum Company Limited (Shell).

- **No. of customers:** 1.4 million households
- **No. of employees:** 2,700+ people



"The CoreStream Platform has enabled our business to transition from a manually intensive risk methodology to a **fit-for-purpose risk management system**. The support we have received from day one has been second to none. I have no regrets with choosing CoreStream for our GRC; the platform has enabled a **higher level of stakeholder buy-in** due to its ease of use and reporting functionality."





Turns risk into opportunity with CoreStream GRC's flexible intuitive solutions

OUTCOME Driving efficiency and visibility across Risk and Policy Management

The partnership with CoreStream GRC transformed First Utility/Shell Energy's approach to risk and policy management:

- **Effortless risk oversight:** Risks and associated actions are now tracked in one place, eliminating the need for manual report preparation for risk committee meetings, saving hours of admin work.
- **Seamless relationships:** Mapping of risks to controls and mitigating actions simplified the management of complex many-to-many relationships.
- **Instant visibility:** The status of risks and actions is available at the click of a button, saving significant time for the risk management team in chasing for updates from wider team members.
- **Streamlined policy communication:** Centralized management of policies ensures consistent communication across the organization while enabling tracking of acceptance and comprehension, enhancing their Governance program.
- **Enhanced reporting:** Delivered robust MI reporting, offering management and regulators detailed insights into policy performance and compliance via custom reports built based on what stakeholders asked to see.
- **Scalable simplicity:** The flexible platform scales with First Utility/Shell Energy's growth while reducing administrative burdens, enabling teams to focus on driving value.



“We're proud to have partnered with First Utility/Shell Energy, that embodies innovation and growth, to help them move beyond the limitations of spreadsheets. At CoreStream GRC, we believe technology should empower, not hinder, and it's been rewarding to see First Utility thrive with a platform that truly works for them. By replacing manual processes with a flexible, scalable solution, we've helped them **turn risk management into a streamlined, strategic advantage.**”

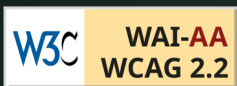
Paul Cadwallader,
GRC Strategy Director
CoreStream GRC

By leveraging CoreStream GRC's **no-code flexible platform**, described as **“as intuitive and versatile as building with Lego bricks”**, First Utility/Shell Energy gained a solution designed their way, quickly implemented, and focused on driving value from the moment users login via **single sign on**.

[Enterprise Risk Management](#)



[Policy Management](#)



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