



Dixons Carphone Streamline Control Assessments with SureCloud

CASE STUDY

The Challenge

For Dixons Carphone, delivering connected services to its customers is a critical part of its core business offering. However, when the company first formed following the merger of Dixons and Carphone Warehouse in 2014, compliance processes were far from high tech. Each business division had a large number of compliance standards that the business had to meet, covering decision making, IT security, and finance. This was complicated further by the fact that, prior to the merger, both companies had been relying on inefficient and error-prone manual and spreadsheetbased processes. As such the business was looking to overhaul the way compliance was managed for the 900+ controls it had to meet.

Ross Poulter, UK Head of Risk and Control at Dixons Carphone explained: “In year 1, we assessed about 900 controls in Excel. The process we had was all based on cumbersome spreadsheets with various columns for people to fill out. Sometimes the same spreadsheet had to go to several different people to get the answers.

We spent lots of time chasing people to fill them in and continue to chase to get them back. Once returned, we had to copy and paste to create master documents and compile the reporting. It was clear that we needed to change the way we approached our control assessments.”

Furthermore, during the second year following the merger, the number of controls had doubled. It was clear that the previous processes would not be able to cope with the new demands.

The Solution

Dixons Carphone needed a single source of the truth, allowing them to streamline their control assessment processes, increasing both accuracy and efficiency; Ross continued: “The scope and scale of the assessment exercise was going to increase, so we started looking for a GRC tool that would ultimately remove reliance on spreadsheets and introduce consistency, improve workflows, and allow us to centralise all the information in one place.”

SureCloud was one of 6 companies that responded, and we selected them on the basis of the proof of concept and demonstration, the flexibility/ customization of the platform and the pricing.” “We received good support from SureCloud as they helped us work towards covering our requirements.

We re-engineered the way we completed assessments around the way that the tool worked,” Ross continued, “SureCloud was very helpful in terms of adding additional functionality, and very flexible in implementing the additional requirements we presented them with. We were collaboratively building the process while we went. The final tool is great and has really helped us.” When it went live, Dixons Carphone’s UK and Ireland Division was able to assess 2000 controls over 5 different business units, covering up to 15 control standards in no more than 6 weeks.

At a glance...

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Customer:

Ross Poulter,
UK Head of Risk and Control

Industry: Telecommunications

Headquarters: London

No. of employees: 40,000

Annual revenue: £360m

Benefits:

- Flexible and easy to use
- Actionable Evidence

“Over the past year we have worked with SureCloud to further customize the tool for our needs and it’s fantastic that it offers the flexibility to do that. As we go into the second year with the platform, SureCloud is working to fine-tune the interface to make it as simple as possible for users.”

Ross Poulter

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Ross Poulter, UK Head of Risk and Control at Dixons Carphone

The Benefits

Flexible and easy to use

From the previous spreadsheets, Dixons Carphone staff were now provided with user-friendly questionnaires to guide them through the process. Ross said:

“We have 50 users assessing 2000 controls between them. Within 6 weeks of sending the questionnaire, each user had inputted all of their information. The questionnaire SureCloud’s solution provides guides users through the process so we have consistency. Every field that needs to be filled in is now being completed by each user, and the feedback we’ve received from users has been very positive.”

Since deployment, SureCloud has worked with Dixons Carphone to refine the platform further, enhancing the user experience over time. Ross said: “Over the past year we have worked with SureCloud to further customize the tool for our needs and it’s fantastic that it offers the flexibility to do that. As we go into the second year with the platform, SureCloud is working to fine-tune the interface to make it as simple as possible for users.”

Actionable evidence

Prior to deploying SureCloud, spreadsheets were gathered and stored, but controls that weren’t operating were not being addressed. Now, Dixons Carphone can not only assess the 2,000 controls as required but also record the actions being taken to improve the control environment.

“We are able to assign an action plan against every control that doesn’t operate as it should, ensuring that we can work to improve compliance. It’s allowed us to see all data in one place and maintain one version of the truth. That’s been the biggest benefit we’ve seen with SureCloud,” Poulter concluded.

“The scope and scale of the assessment exercise was going to increase, so we started looking for a GRC tool that would ultimately remove reliance on spreadsheets and introduce consistency, improve workflows, and allow us to centralise all the information in one place.” Ross added: “We conducted an objective tender and SureCloud came out on top. SureCloud was one of 6 companies that responded, and we selected them on the basis of the proof of concept and demonstration, the flexibility/customization of the platform and the pricing.”

Ross Poulter, UK Head of Risk and Control at Dixons Carphone

About Dixons Carphone

Dixons Carphone is Europe’s number one electrical and telecommunications retailer and services company, with more than 40,000 colleagues across nine countries, including the UK and Ireland. Every day, Dixons Carphone uses their people’s expertise to reach out and help new customers. What’s more – they’re exploring extraordinary new markets, from wellness to security, so that in an ever more connected and constantly changing world, Dixons Carphone can offer their customers the most comprehensive service.

www.dixonscarphone

Why SureCloud

SureCloud is a provider of cloud-based, integrated Risk Management products and Cybersecurity services, which reinvent the way you manage risk. SureCloud connects the dots with integrated Risk Management solutions enabling you to make better decisions and achieve your desired business outcomes. SureCloud is underpinned by a highly configurable technology platform, which is simple, intuitive and flexible. Unlike other GRC Platform providers, SureCloud is adaptable enough to fit your current business processes without forcing you to make concessions during implementation; meaning you get immediate and sustained value from the outset.

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