



**Hastings Direct migrates  
risk management system  
to Decision Focus**

# Hastings Direct (“Hastings”) is a fast growing, agile, data and digitally focused general insurance provider.

Hastings offers a range of competitive and straightforward products and services, which include car, bike, van and home insurance and a range of additional products like breakdown cover and family legal protection.

Established in 1996, Hastings has 3.1 million live customer policies and over 3,400 colleagues.

## The Objective:

Hastings chose to migrate its risk management system to Decision Focus, given the flexibility and wide-ranging additional capabilities within the Decision Focus platform. The system is now not only used to support Risk and Control assessments, but also incorporates the company’s Business Continuity Planning process..



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Through our implementation, they’ve become a trusted partner who we can depend on to give us the right outcome. We have a single repository for monitoring and oversight of the risk and control profile across the business. The wide-ranging capabilities of the platform has enabled a robust Business Continuity solution, customised to our precise needs and connected to our Risk Management Framework. We have further plans to put the platform to use in a number of additional areas.

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Angus Eaton,  
Group Chief Risk Officer, Hastings



**“The solution that the Decision Focus Team has helped us create and implement is impressive.”**



## Benefits:

Addressing all our risk management needs in one system

### Cutting Edge Technology

The Decision Focus solution is a modern, secure cloud-native platform that will allow Hastings to benefit from a wide range of user-friendly features.

With the rich feature set, users are experiencing a simpler, easier and smart way of managing Risk and BCP information.

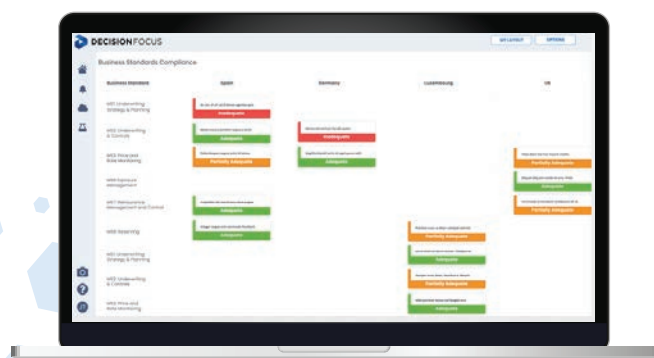


### Super-fast deployment

We were able to establish the first round of risk and control assessments within the first quarter of the roll out. The implementation took the best features of our existing Risk Management Framework and removed the key pain points.

## Dependable DF Team

The implementation was delivered on time and within budget – the Decision Focus team supported the Hastings Risk team throughout the implementation, engaging with relevant stakeholders, as required. Throughout the delivery phase, the Decision Focus team were by our side ensuring the solution was moulded to our precise requirements.



## Integrated assurance solution

We capture all risk events through the Decision Focus system and the connection to our IT inventory allows for integrated assessment of such events should they arise. These incidents are also connected to risks within the register, enabling risk assessment challenge and action identification. Risk events can be reported directly to the risk team by any colleague. Automatic reporting has been established using the pre-defined format.

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We migrated our Risk Management framework to the Decision Focus Risk Management system within one quarter. Their staff were professional, super-fast and a trusted supplier, who are dependable. We've been able to enhance aspects of our Risk Management Framework and continue to embed the system across the group.

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Catherine Palmer,  
Risk MI Officer



# Highlights



Action tracking can be undertaken from a single repository



100% of Business Impact Analysis (BIAs) undertaken within Decision Focus



100% of risk and controls owners fully migrated in first quarter



3,000+ colleagues can access to report risk incidents, with 100% of risk events captured in Decision Focus

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We incorporated an integrated solution for both Business Continuity Planning and Risk Management, giving an overview of each simultaneously. I found the DF team very approachable and ensured the successful delivery of the solution to Hastings.

Matthew Brooks,  
Head of Enterprise Risk Management

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## **Embedding innovation through agile GRC**

See how Decision Focus can support your business.  
Please get in touch to book a demo.

