Pro Global Audit-Tech: Vendor Assurance

Smarter. Compliance-Led. Tech-Enabled.

Empowering insurers with practitioner-led, AI-enhanced audit solutions for confident, end-to-end vendor oversight.

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Why Audit-Tech Now?

The Growing Risk Landscape

- Third-party reliance in insurance is increasing.
- Post-pandemic complexities and evolving regulations demand robust oversight.
- Manual audit processes are no longer sufficient.
- Annual reviews miss evolving supplier risks making ongoing assessments vital.
- Operational resilience demands alignment across the full supply chain.

Market Drivers

- **Rising Third-Party Risk:**
  - Outsourcing and complex supply chains amplify exposure.
  - 60% of data breaches originate from third-party vendors.
- **AI-Driven Compliance:**
  - Insurers are shifting towards intelligent automation.
  - AI is becoming core to vendor management in insurance and is expected to beat 95% AI-mediated by 2025.
- **New Regulations:**
  - FCA SYSC 15A, PS21/3, EIOPA ICT Guidelines, and EU DORA require stronger oversight and resilience planning.
  - Firms have to identify important business services, set impact tolerances, and establish continuous testing of critical third-party vendors.

> "Fourth-party blind spots leave firms exposed to hidden risks."

Pervin Sivanathan, Group Head of Audit & Advisory

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Expert guidance.
Specialist implementation.

"These regulatory shifts means that responsibility for managing third-party risk is front and centre. The FCA and other regulators all acknowledge that firms who use outsourced and other third-party service providers should take responsibility for managing risk arising from those arrangements. The days of treating compliance as a once-and-done exercise are over; it's now a core business function."

Mike Dalzell, Group Head of Governance, Risk and Compliance (GRC)

INTRODUCING AUDIT-TECH – VENDOR ASSURANCE

End-to-End Audit Excellence

A powerful blend of audit expertise and intelligent automation, Audit-Tech is Pro Global's next-generation vendor assurance service. It enables insurers to:

- Assess vendor criticality
- Execute tailored, risk-tiered audits
- Monitor third-party risk continuously
- Meet regulatory obligations with ease

Backed by Experts

Delivered by experienced audit professionals with deep insurance and regulatory knowledge across the UK, US, Europe, and Latin America.

WHAT SETS AUDIT-TECH APART

AI-Enabled Assurance

- Automates vendor risk scoring and prioritisation
- Surfaces emerging risks faster and more precisely
- AI performs initial document triage and generates tailored vendor questions. Human auditors verify compliance.
- Generative AI is transforming audits, but understanding the risks behind the tools is essential.

Seamless Governance Integration

- Aligns with your GRC frameworks for full transparency and accountability

Real-Time Dashboards & Analytics

- Centralised audit portal with instant access to performance, risk and audit status

Practitioner-Led Delivery

- Decades of audit experience in insurance ensure compliance and peace of mind

"AI is driving the need for deeper due diligence, yet it's also streamlining the same process."

Key Benefits to Your Business

Improved Compliance

- Practitioner-led audits aligned to FCA, EIOPA, DORA and other frameworks
- Clients can manage risk more effectively by applying controls that meet the most stringent regulations.

Operational Resilience

- From criticality assessments to monitoring and remediation
- Firms strengthen their ability to withstand disruption and protect reputation.

Efficiency at Scale

- AI automation and workflow tools reduce manual effort
- Audits are faster, less resource-intensive and more cost-effective.

Stronger Confidence

- Transparent reporting supports regulator and stakeholder assurance
- Decision makers gain confidence that compliance risks are actively managed.

Portal-Driven Visibility

- A single source of truth with integrated, real-time data
- Leaders have instant oversight across all vendors, enabling proactive risk management.

> "Centralising due diligence isn't just about consistency. It's a strategic advantage that keeps you ahead of risks."

Mike Dalzell, Group Head of Governance, Risk and Compliance (GRC)

OUR RESULTS IN ACTION

Value Delivered to Clients:

800+ legacy reviews cleared under tight regulatory deadlines

Faster vendor onboarding via procurement integration

Multi-unit oversight frameworks established for consistency

Regulatory-aligned audit templates developed & deployed

Continuous monitoring implemented to detect risks early

ESA oversight guidance (July 2025) adds tougher resilience requirements.

Due diligence has shifted from minimal checks to complexity, regulation and resilience.

Rising complexity means insurers must own and adapt compliance.

REGULATORY ALIGNMENT & GLOBAL TRENDS

Audit-Tech Supports Compliance With:

- FCA SYSC 15A & PS21/3 – Operational resilience & third-party mapping
- EIOPA Guidelines – Cloud & ICT risk oversight
- EU DORA (2025) – ICT risk management & vendor accountability
- ESA CTPP Roadmap (2025) – Critical third-party provider regulations

Industry Insight:

87% of organisations faced vendor-related incidents in 3 years (EY 2025)

Lloyd's market moves toward AI-chatbot liability cover

AI becoming core to vendor management in insurance (95% AI-mediated by 2025)

"We give your leadership team confidence that third-party risks are identified, managed and controlled. A centralised view of resilience helps you optimise operations and strengthen performance."

Kristy Lovegrove, Group Head of Technology

Transform Your Audit Process

From Compliance Burden to Business Advantage

Audit-Tech redefines vendor assurance by:

- Turning risk data into strategic insight
- Making audits faster, smarter, and scalable
- Aligning with your business and regulatory context
- Enhancing resilience and decision-making across the vendor lifecycle

> "We help clients move from fragmented oversight to a robust, strategic approach that delivers confidence, compliance, and control."
>
> **Pervin Sivanathan,**
> **Group Head of Audit & Advisory**

Centralising Due Diligence with Microsoft Teams

CLIENT

A large insurance company with a fragmented, manual due diligence process.

INTRODUCTION

We were engaged to streamline and optimise the client's due diligence process, which was previously managed through disconnected systems and scattered resources. The engagement aimed to introduce structure, governance and transparency across their assurance programme.

THE CHALLENGE

The client's existing due diligence workflow was inefficient and inconsistent, with information spread across various teams and systems. This decentralisation made tracking, managing and completing due diligence tasks time-consuming and error prone. There was no central repository and teams often duplicated efforts or missed key actions.

OUR APPROACH

We focused on structure, creating a centralised Microsoft Teams solution with dedicated client channels to organise workflows and standardise task lists, giving the process consistency and auditability. Vendor assurance was strengthened through criticality assessments, continuous monitoring and refreshed review questions to evaluate AI use and fourth-party exposure.

Robust governance measures were embedded to ensure best practice, improving executive and board oversight while enhancing coordination, accountability and documentation across all due diligence activity in one transparent framework.

THE RESULTS

The new system resulted in faster due diligence turnarounds, increased consistency and clearer oversight across all assurance activities. Time savings were achieved by eliminating duplication and teams now have full visibility of progress and outstanding actions.

> "We brought structure to a previously disjointed process. The client now has a reliable system that delivers efficiency and peace of mind."

Mike Dalzell - Group Head of Governance, Risk and Compliance (GRC)

Standardising Vendor Due Diligence Across Business Units

CLIENT

A global insurance provider with multiple business units using inconsistent vendor management approaches.

INTRODUCTION

We supported the client in centralising and standardising its vendor due diligence process. Previously, each business unit managed vendors independently, resulting in duplicated effort, inconsistent standards and limited transparency across the organisation.

THE CHALLENGE

The client was operating with no central vendor management framework. Each function had its own version of due diligence, making it difficult to compare vendors or assess risk consistently. The client needed a streamlined, end-to-end approach that would support better decision-making, reduce risk and satisfy internal governance requirements.

OUR APPROACH

We liaised with each business unit to gather current processes and pain points, then developed a unified vendor assurance framework. Using best practice from other client engagements, we created new due diligence forms, decision support templates and a shared review process that could be centrally owned and maintained.

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THE RESULTS

- **Single, consistent due diligence process now used across all vendor selections**
- **Improved visibility and auditability, enabling better governance**
- **Client can now compare vendors objectively, with aligned risk thresholds**

> "The client went from fragmented, siloed vendor management to a unified, transparent process that supports better decision-making and long-term resilience."

Millie Toft Compliance Administrator - Governance, Risk and Compliance (GRC)

Backlog Clearance for Client Due Diligence

CLIENT

A leading insurance firm with over 2000 clients needing retrospective due diligence.

INTRODUCTION

We were engaged to help a client process a significant backlog of overdue due diligence reviews. The manual process in place was slow, reliant on two disjointed systems and at risk of regulatory non-compliance. We deployed a focused delivery team to complete reviews and transfer all data into a new, centralised database.

THE CHALLENGE

The client had a backlog of approximately 800 clients requiring full due diligence reviews, to meet regulatory requirements and provide board assurance. Reviews included data checks and database migration, taking an average of 30minutes each, all requiring careful alignment with internal requirements. The existing process had become an administrative bottleneck, preventing the client from maintaining a compliant and up-to-date dataset, and use of their new system.

OUR APPROACH

Working to a three-month timeframe to meet board requirements, we deployed a three-person delivery team for phase 1 and 2 - handling first the reviews and then the subsequent data entry into the new system. Procedure documents were developed to ensure consistency and knowledge transfer. The team worked closely with internal client stakeholders to define quality checks and manage approvals at pace.

THE RESULTS

- **Backlog of 800 clients cleared and another 2000 additions to the centralized database.**
- **Database now fully up to date with all due diligence completed, centralised and better automated**
- **Ongoing process now owned by client with maintenance by internal teams**

“This was a high-volume delivery challenge, but by embedding ourselves with the client team we cleared the backlog and left them with a sustainable, future-proofed process.“

Barry Stock - Compliance Manager - Governance Risk and Compliance (GRC)

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Focus Fuels Success

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Let’s Talk

Partner with Pro Global

Whether you’re tackling legacy risk, launching a new audit programme, or preparing for regulatory change. **We’re here to help.**

Contact Us:
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