



Ensuring GRC integrity with infinite flexibility for MS Amlin

A rapid, multi-jurisdictional, risk management software implementation spanning a diverse global business engaging in both insurance and investment management.

MS Amlin is a leading global insurer and reinsurer

It is part of the global top-10 insurance group MS&AD, with three main legal entities operating in the Lloyd's, UK, Continental European and Bermudian markets. With a 300-year record and c.1,800 people in more than 20 locations worldwide, MS Amlin delivers a quality service for businesses facing the most complex and demanding risks. Its role places the organisation at the forefront of the Property & Casualty, Marine and Reinsurance markets.

The Objective:

As part of its mission to put the people it serves at the heart of everything it does, MS Amlin elected to increase the integrity, flexibility and cohesion of its internal governance, risk & compliance capabilities with Decision Focus risk management software.

The complexity and diversity of MS Amlin's business demands the highest degrees of flexibility and versatility of its risk and compliance systems – to cater for multiple risk frameworks, multi-jurisdictional activities and multiple internal entities, each with their own workflows and configurations and securely segregated risk data. There were limitations in the previous risk system.



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Decision Focus's domain knowledge, with their senior insurance risk management professionals, as well as within the wider field of finance, has been invaluable. Having been in our shoes they bring relevant insight and experience beyond the software, which has informed important decisions such as to simplify our risk workflows both for Risk & Control Owners, as well as Risk Managers.

MS Amlin Business Services (MS ABS) provides support services to a diverse set of Clients within the group, as well as serving its own risk management needs. Decision Focus stepped up to help us tailor the build to our clients' differing needs. They made the transition from our legacy system swift and effective. The incredible commitment which Decision Focus's consultants showed, to deliver and put the hours in to our project when it was asked of them, was vital to us accomplishing our objective of going from first prototype to full User Acceptance Testing, in just four weeks. We have no doubt that this will be a long and fruitful relationship.

Melissa Brown,
Chief Risk Officer, MS ABS

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The Solution:

A robust risk management infrastructure

The Decision Focus implementation spans not only MS Amlin's insurance syndicate 2001 and managing agent MS Amlin Underwriting Ltd (AUL) within the Lloyd's of London market, but also MS Amlin Insurance S.E. ("AISE"), in addition to the Amlin Business Services Company.



Key benefits:

A future-proof platform

Implementation began with the Risk and Control Self-Assessment module and following the success of that phase, will be extended to Compliance, and 3rd Party Risk Management followed by Infosec.

Ease of configuration

Despite Amlin being a substantial global organisation with multiple independent entities, Decision Focus's flexibility and ease of configuration ensured the RCSA implementation was fully configured and available for User Acceptance Testing within just eight weeks.

Intuitive live dashboards and automated processes

End-users already benefit from more informative, real-time dashboards for both risk owners and managers. Decision Focus now gives MS Amlin instant visibility of Key Risk Indicators, and Emergent Risks within the platform, whereas their previous risk system required multiple manual processes and supplementation with islands of disjoint data consolidated within external spreadsheets.

Domain knowledge as a differentiator

While the flexibility of the Decision Focus platform is a differentiator for MS Amlin, so too is its team's expertise. Deep domain knowledge, together with 'hands-on' risk management experience gained within high profile roles brings unparalleled understanding, knowhow and innovation to the table. Decision Focus is considered a responsive and agile partner, well-placed to support MS Amlin's GRC journey.

Technically advanced

- ⬡ No-code architecture for effortless drag-and-click customisation and configuration
- ⬡ Both the product and organisation are ISO 27001 certified
- ⬡ Works like a GRC 'data warehouse' integrating with a myriad of other risk tools, including Posture Scanning and AI
- ⬡ Cloud-native, supporting Active directory login and Single Sign On for user convenience and utmost IT security

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“As more information has come to light through the implementation project, it has been possible to continuously improve and refine our project objectives, thanks almost entirely to the agility of both the Decision Focus software and their implementation consultants. Decision Focus is incredibly easy to configure, infinitely flexible, and their people turn around our requests without delay. Due to this, the solution already exceeds and outperforms our objectives as they were originally conceived.”

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Fadwa Aboulhorma,
Head of Risk, MS ABS



Embedding innovation through agile GRC

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

