



# Wickes replaces spreadsheets with smarter controls management: CoreStream GRC success story.

## CHALLENGE

### Wickes faced a common GRC problem: no visibility and no assurance

When Ryan Lee, Head of Controls joined Wickes in September 2024, the business was **managing 150–200+ risks and controls in a single spreadsheet**, with no live system for tracking, evidence, or reporting.

Meetings were conducted on an ad hoc basis, with follow-ups managed via email. Critical assurance data was collected manually at regular points in time, but the organization lacked **real-time visibility** into control performance and effectiveness.

## SEARCH

### Why Wickes needed a purpose-built controls management solution

In the Head of Control's first two weeks, finding a system was a top priority, right after building the team. The goal was clear: **save time, boost assurance, scale across the business, and meet security standards.**

The Wickes team defined their must-haves for their GRC solution:

- Automated workflows
- Standard templates for risks and controls
- Role-based access
- Dashboards and scheduled reports
- A user-friendly interface
- Strong security and privacy alignment

## SELECTION

### Why CoreStream GRC was the right Controls Management solution for Wickes

A long vendor list quickly narrowed to a few full demos. Ryan already knew the market, and had seen CoreStream GRC in action before.

3 key things stood out for him and the team:

1. **User experience** – clean, intuitive, easy for anyone to use
2. **Configurable power** – flexible setup that adapts as processes evolve
3. **Cultural fit** – a genuine partnership approach that felt right for Wickes

It wasn't just about picking a system, it was about **choosing the right partner.**

## ABOUT WICKES

Wickes is a leading UK home improvement retailer with more than 230 stores nationwide. The business wants customers to create better homes and spaces and offers trusted products, advice and services for DIY and trade projects alike.

- **Established:** 1972
- **Industry:** Retail /Home Improvement
- **Stores:** 230+ across the UK
- **Employees:** 8,000+



“We wanted to work with a team that was **responsive, collaborative, and easy to deal with**, CoreStream GRC's people matched that perfectly from the **first conversation.**”

Ryan Lee  
Head of Controls  
Wickes





# Truly integrated governance, risk and compliance with a partner they can trust

## IMPLEMENTATION

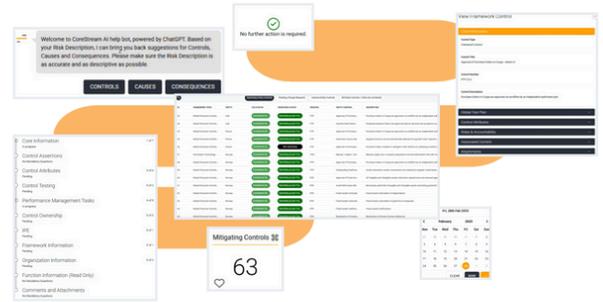
### 4 months of design, collaboration and customization to build a system that truly works for Wickes

Once Wickes chose CoreStream GRC, the focus shifted to implementation. Replacing spreadsheets with a **secure, intuitive Risk and Controls Management solution**.

Starting in January, Ryan and his team worked closely with CoreStream GRC to configure the platform step by step, translating existing processes into **automated workflows** with **clear templates and access permissions**.

Weekly check-ins kept things **collaborative and agile**. A surprise reconnection with a PwC advisor and CoreStream GRC's Head of Solution Design, added a full-circle moment to the journey.

By April, Wickes went live, but that was just the beginning. The phased rollout allowed the team to **prove value early** and expand gradually, thanks to **CoreStream GRC's solution build**.



## RESULTS

### Effective compliance, clear assurance and full visibility with CoreStream GRC

Just **6 months** after going live, Wickes had **achieved measurable improvements** across control performance, reporting, and assurance.

“Since launch, we have generated almost 500 tasks for control performers and owners to complete, and on average, 95% have completed their tasks on time, with the remaining 5% followed up the old-fashioned way. **We have never had that level of assurance before.**” said Ryan Lee, Head of Controls, Wickes

Before CoreStream GRC, the controls team had to manually verify whether controls were actually being performed. Now, every control performer logs completion directly in the platform and uploads supporting evidence, giving Wickes its first **complete, real-time picture of assurance**.

“Even after go-live, we’re still learning and adding new elements to the process. When we started controls testing, we found configuration tweaks we wanted to make, and **CoreStream GRC made that easy to do.**”

Ryan Lee  
Head of Controls  
Wickes



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