

Case Study



Accelerating supplier due diligence for a leading financial services organisation



Summary

A major UK financial services organisation needed to scale its third-party supplier due diligence programme to keep pace with a growing supplier portfolio. With a large number of suppliers requiring review and limited specialist capacity in-house, the organisation sought a specialist partner who could deliver rigorous assessments at pace – working within their existing tools, processes and compliance framework.

Our solution

PGI embedded a team of consultants within the client’s environment over a four-month engagement. Working through the organisation’s own third-party risk management portal, PGI systematically assessed suppliers across the portfolio using structured due diligence questionnaires covering compliance, operational risk, data protection and security governance.

Where suppliers were unable to engage directly with the questionnaire process, PGI drew on open-source intelligence and publicly available evidence—including trust centres, certification registries and independent research—to build comprehensive risk profiles. This ensured that every supplier could be assessed to a consistent standard, regardless of their level of participation.

The project was structured across four clear delivery phases:

1	2	3	4
Initiation and planning	Supplier outreach	Risk assessment and escalation	Reporting and handover

The results

PGI delivered a significant volume of supplier risk assessments across the portfolio, more than doubling the organisation's average monthly completion rate—from 17 to approximately 40 per month—and substantially reducing the outstanding review workload. This gave the organisation improved visibility of risk across its supply chain.

Beyond the immediate assessments, the engagement identified key recurring risk themes across the supplier base—spanning areas such as sub-processor oversight, resilience testing, data protection and security governance—and provided practical, prioritised recommendations for each.



PGI also identified process and governance improvements within the client's own due diligence programme, covering areas such as DDQ standardisation, risk framework documentation, knowledge management and automation opportunities. This gave the client both immediate results and a practical foundation for maturing their third-party risk management over the longer term.

This engagement demonstrated a repeatable delivery model for organisations facing capacity constraints in supplier due diligence. The combination of structured DDQ review, OSINT-based gap-filling and process-level advisory positions PGI to deliver both immediate operational throughput and longer-term strategic value; creating a natural pathway to follow-on work around framework development, automation and ongoing assurance.

The impact



The organisation now has a substantially improved view of supplier risk, a clear set of recommendations for maturing its third-party risk management programme and the momentum to embed these improvements into ongoing operations.

PGI continues to work with the organisation as it moves from assessment into remediation and programme development.

Client testimonial

“ PGI's team integrated seamlessly into our environment and delivered at a pace that made a real difference. They understood our processes, worked within our tools, and brought a level of rigour that complemented our own team's efforts.

What impressed us most was that PGI didn't just deliver assessments – they helped us identify practical ways to strengthen our due diligence programme for the longer term. The recommendations were clear, actionable, and grounded in what they'd seen working alongside our team. ”

Procurement Lead, Financial Institution