

# Taking GRC Maturity to the Next Level

## A Real-World Case Study with LogicGate

### *How Europe's Largest Online Marketplace Built a Flexible, Business-Aligned GRC Program with Risk Cloud.*

As Vinted grew rapidly across Europe, its risk and compliance challenges expanded just as quickly. Their journey began with a practical need: to move Enterprise Risk Management (ERM) out of cumbersome spreadsheets. Recognizing the limitations of manual processes, they sought a GRC solution that was truly flexible, scalable, iterative, and aligned with their dynamic business processes

When Elisabeth Quillatre joined as Group Risk & Compliance Officer, she championed the opportunity to look at risk and compliance more holistically. The goal was clear:

- **Leverage Intelligent Capabilities** like automation and centralization to improve decision-making.
- **Exceed Expectations** by implementing GRC measures effectively to satisfy stakeholders and ensure regulatory transparency and accountability.
- **Boost Efficiency** to reduce the time spent on dedicated GRC tasks across all lines of defense (LoD).



Elisabeth Quillatre  
Group Risk &  
Compliance Officer



Goda Vaitkevičiūtė  
Group Risk Process  
Manager

Rather than building everything at once, they focused on launching fit-for-purpose workflows first, **carefully balancing customization with usability**, and then layering in additional capabilities like complaints, third-party risk, and data privacy management over time.

### Lessons Learned

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|---|---|
| <b>1</b> Focus on key stakeholders & show early wins                      | <b>2</b> Reassess organisational structure to allow for effective workflows |
| <b>3</b> Before customizing, clearly define main objective & core purpose | <b>4</b> Determine how the tool interconnects with existing systems         |

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### Overcoming Challenges

As Vinted built out their ERM program inside Risk Cloud, one of the critical challenges was not just identifying risks, but ensuring those risks were evaluated consistently and escalated appropriately when thresholds were crossed.

To solve this, Vinted **operationalized their risk appetite** directly within their workflows. They established clear thresholds for different risk categories, such as financial impact, regulatory exposure, and reputational harm. When a new risk was assessed, the system automatically compared the impact ratings to these thresholds.

Designing these specific risk acceptance and escalation level workflows was a key part of operationalizing rules. Goda Vaitkevičiūtė, as Group Risk Process Manager, was instrumental in defining and embedding these critical process steps within Risk Cloud, ensuring the logic aligned with Vinted's governance structure. This automation freed up the team from manual monitoring, improved the consistency of risk evaluations, and allowed for quicker, more informed decisions on risk treatment and acceptance.

What began as a move away from spreadsheets has become a dynamic, data-driven governance strategy, positioning Vinted's team to manage risk with confidence at every stage of their growth.

### Putting it into Practice

- 1 Compromises are necessary. No tool will be a perfect fit.
- 2 Balance customization with usability.
- 3 Ownership clarity is key. The tool should drive accountability, not bureaucracy.
- 4 Analyze on-shelf applications. Explore LogicGate's existing Solutions before building from scratch.

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Enhance, **not diminish**, current practices with intelligent decision-making, algorithms, automation, and centralization.

Elisabeth Quillatre

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### Fostering a Culture of Continuous Improvement

Vinted has leveraged Risk Cloud's no-code admin experience to strengthen the culture of continuous improvement within their risk and compliance programs. The team is now empowered and enabled to adapt workflows, forms, and automations on their own while partnering with their LogicGate Account Team to ensure changes are aligned to their overarching strategic vision.

By readily incorporating feedback and adapting their GRC processes within Risk Cloud, Vinted ensures **processes remain efficient, relevant, and aligned** with dynamic operations **while strengthening stakeholder relationships** and collaboration.

### The Future of GRC at Vinted

With a strong foundation in place, Elisabeth and her team are ready to scale Vinted's GRC program, expand into new compliance areas, and implement additional control sets. These new **efforts can be tied directly back to business performance**—like revenue enabled in new or existing markets, efficiency gains, and costs avoided through risk mitigation—with Risk Cloud's Value Realization Tool.

Along the way, the Vinted team plans to continue to simplify workflows and leverage data-driven insights to support **proactive, intelligent GRC**.

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The goal is to **make GRC an integral part of how the business operates**, not a separate process sitting on the side. And LogicGate is helping us get there—not just as a tool, but as a framework for better decision-making.

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