

Building Modern Audit & Risk Capabilities

Industry: Insurance
Revenue: US\$180.3M
Employees: 51-200 employees



Mission-critical priority

The Senior Director of Enterprise Risk and Audit at Fidelity Security Life Insurance Company was tasked with modernizing the organization's audit and risk functions and building new capabilities—including IT audit, third-party risk management, and business continuity with limited resources.



How Gartner helped

The client used:

- **Ignition Guides & Maturity Assessments** to establish structured frameworks that assessed current maturity and provided clear, actionable roadmaps to prioritize initiatives and close capability gaps efficiently.
- **Gartner Expert Guidance** to gain tailored insights on emerging topics such as aligned assurance and AI governance, enabling the organization to accelerate maturity and bypass traditional, linear development paths.
- **Customizable templates and tools** to communicate complex audit and risk concepts effectively to board and leadership stakeholders through clear, visual storytelling.



Outcome

With support from Gartner for Audit & Risk, the client:

- **Built Modernized Functions Across Audit and Risk:** Establishing foundational processes for audit, IT audit, third-party risk, IT security, and business continuity using Gartner's structured frameworks and maturity-based roadmaps.
- **Improved Board Communication & Governance:** Leveraging graphics and customizable templates to clearly convey risk insights and enhance strategic alignment.
- **Increased Efficiency & Accountability:** Through monthly advisor working sessions that created structure, maintained momentum, and supported continuous improvement across functions.

"I always like to think of Gartner as another employee, because of all of the research, all the knowledge and the current happenings. Those elements of research are invaluable because it would take us hours to get the amount of detail and probably not be as thorough and probably not be as good." - Aaron Ferguson, Senior Director of Enterprise Risk and Audit, Fidelity Security Life Insurance Company