

Turkcell Builds 14-Year GRC Foundation with Archer® for Enterprise-Wide Governance

Turkcell, Turkey's leading mobile phone operator, has built a comprehensive governance, risk, and compliance (GRC) ecosystem through a long-term partnership with Archer. What began in 2011 as a single IT risk management module has grown into a multi-faceted platform that supports IT governance, business continuity management, internal controls, and audit management. Working with Archer, Turkcell has transformed from manual, spreadsheet-driven processes to a transparent, efficient, and reliable GRC infrastructure that supports its 22,000-person enterprise.

Challenge: Transforming from Manual Chaos to Digital Efficiency

Before implementing Archer, Turkcell managed governance data and processes manually using spreadsheets and email. These methods led to time-consuming data collection, version control issues, and limited visibility. The move to Archer marked a turning point.

"Archer has significantly reduced manual effort and improved data accuracy," Caglayan noted. "Now we can quickly locate the latest version of information, which has improved both efficiency and confidence in our data. Having a single, trusted source of information makes all the difference."

Key outcomes include:

- **Reduced manual effort:** Staff no longer compile data manually across multiple files, freeing time for analysis and decision-making.
- **Time savings:** "We didn't measure exactly how many days we gained, but it's clear that we need fewer people doing manual tasks," Caglayan explained. "We are no longer lost in spreadsheets."
- **Improved data quality:** Centralized version control ensures consistency and reliability across governance data.

**TURKCELL**

Customer Profile

- **Company:** Turkcell
- **Headquarters:** Maltepe, Istanbul, Turkey
- **Employees:** ~22,000
- **Industry:** Telecommunications
- **Market position:** Leading mobile phone operator in Turkey
- **Archer implementation:** Since 2011

A Long-Term Vision for Governance Excellence

Turkcell's journey with Archer demonstrates a deliberate and sustained commitment to governance maturity rather than quick fixes. This partnership reflects Archer's ability to scale alongside Turkcell's evolving business and regulatory requirements. Turkcell began with a focused deployment in IT Risk Management. Through a phased approach, it expanded its implementation into a fully integrated GRC ecosystem that now touches nearly every aspect of enterprise GRC management.

Comprehensive Solution Deployment

Today, Turkcell uses Archer as its central GRC platform across multiple mission-critical domains:

- **IT Governance and Risk Management:** Establishing a foundation for technology-related governance and risk oversight in a telecommunications environment where technology is core to the business.
- **Resilience Management:** Ensuring operational resilience and recovery for critical services relied upon by millions of customers every day.
- **Internal Controls and Audit Management:** Managing control frameworks and supporting internal audit processes to maintain compliance and operational integrity.
- **External Audit Management:** Streamlining financial and regulatory audit processes with organized evidence management and communication workflows.

Building a Transparent and Safe Governance Framework

In an industry where technology underpins essential communication services, transparent governance and strong controls are critical to ensuring both operational continuity and regulatory compliance. For Turkcell, Archer is more than a compliance tool; it is the foundation of the company's governance framework.

"Archer helps us develop and maintain a transparent, secure governance model," said Aysenur Caglayan, Data Governance Manager and Service Owner for Turkcell. "It supports our IT governance structure and ensures accountability across teams."

Critical Support for External Audit Processes

One of the most impactful uses of Archer for Turkcell is in external audit management, where accuracy and timeliness are essential. External audits involve tight deadlines and significant evidence requirements. By leveraging Archer to centralize audit evidence, Turkcell can quickly retrieve documentation and meet auditor requests efficiently. For a highly regulated telecommunications provider serving millions, this speed and structure translate directly to stronger compliance assurance and operational efficiency.

"Reliable and transparent data is essential. Archer gives us both, which is why our company trusts it completely. For us, Archer is not just a tool but a trusted foundation."

- Aysenur Caglayan,
Data Governance Manager
and Service Owner for Turkcell

Enhancing Cross-Organizational Communication

Beyond data and audit management, Archer has improved collaboration and communication across Turkcell's governance teams. With 22,000 employees, coordinating governance activities can be challenging. Archer's workflow and notification capabilities help streamline communication, ensuring timely collaboration and accountability.

"Archer makes it easy to connect with the right people across the organization," Caglayan said. "It helps us communicate efficiently and ensure the right employees are involved at the right time."

Partnership with Local Implementation Partners

Turkcell's success has been strengthened by partnerships with local Archer implementation experts who understand both the platform and the regional context. This local collaboration when implementing new Archer solutions ensures smooth platform growth and sustained alignment with Turkcell's governance strategy.

A Model for Telecommunications Governance

Turkcell's long-term partnership with Archer shows how telecommunications operators can build scalable, sustainable GRC programs that mature alongside business growth. Expanding methodically, Turkcell has created a governance foundation that supports everything from day-to-day IT risk management to major external audits.

The transformation from manual processes to an integrated platform has delivered clear benefits:

- **Operational efficiency:** Less manual work, greater productivity.
- **Data quality:** Reliable, up-to-date information across the enterprise.
- **Audit readiness:** Organized, rapid evidence collection.
- **Improved communication:** Streamlined collaboration across departments.
- **Transparency:** Clear visibility into governance and risk activities.

For Turkcell, a company serving millions through critical communications infrastructure, these improvements are more than operational gains. They are fundamental to maintaining customer trust, meeting regulatory expectations, and ensuring business resilience.

As Turkcell continues to expand its partnership with Archer, the company serves as a model for how long-term commitment to governance technology creates lasting competitive advantage in highly regulated, technology-driven industries.

About Archer

For more than 20 years, Archer has pioneered holistic governance, risk and compliance (GRC) solutions that empower enterprise organizations to more effectively manage risk, ensure compliance, and address emerging challenges. Leveraging advanced technology like artificial intelligence (AI) and risk quantification, Archer's broad range of solutions and services provide our clients with a clear understanding of risk that drives strategic decision-making and operational resilience.

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