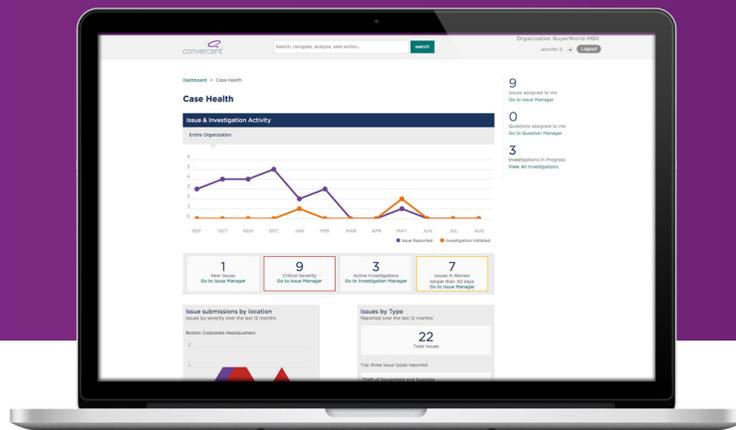


convercent™

Hotline & Case Manager



Hotline & Case Manager

From multiple intake channels that can track multiple allegation types in a single case, to centralized investigation and documentation, to end-to-end reporting, Convercent ensures you're ready to deal with any issue in a way that builds and maintains confidence with employees, senior leadership and regulators alike.

Even the most robust and well-funded compliance programs won't eliminate risk entirely. When incidents do occur, it's important that your organization is well armed to identify and address issues and report on the results. We've designed the Convercent hotline and case management platform with users in mind. Reporting parties are immediately at ease with the intuitive interface and workflow, designed with an aim of encouraging report completion and candor. At the same time, you'll benefit from real-time, actionable reporting and a defensible and auditable record of incidents from your contact center, web portal, in-person meetings and investigations.

Quickly identify and respond to incidents.

As a primary method for organizations to discover compliance issues, a hotline also enables an organization to take immediate, corrective action to prevent legal—and reputational—fallout when things go wrong. Hotlines can facilitate an environment that encourages employees to ask questions and report potential misconduct, while being assured that their reports are secure, confidential and won't be used against them.

Convercent's multilingual, integrated incident reporting solution allows employees to securely and confidently file reports via an anonymous hotline, email, mobile app or online.

Foster efficiency, transparency and accountability.

No matter how a report comes in, Convercent allows you to collect and manage all incident reports in a single, integrated case management system via desktop or mobile application. Cases are quickly categorized by type and level of severity and immediately assigned and routed. From initial report to investigation and remediation, Convercent tracks and records all activity and evidence related to your investigation in one central location.

Communication tools facilitate dialogue with reporting parties and other stakeholders—even when they're anonymous—to obtain additional information and provide status updates. Throughout the case, stakeholders have full visibility into the process and records.

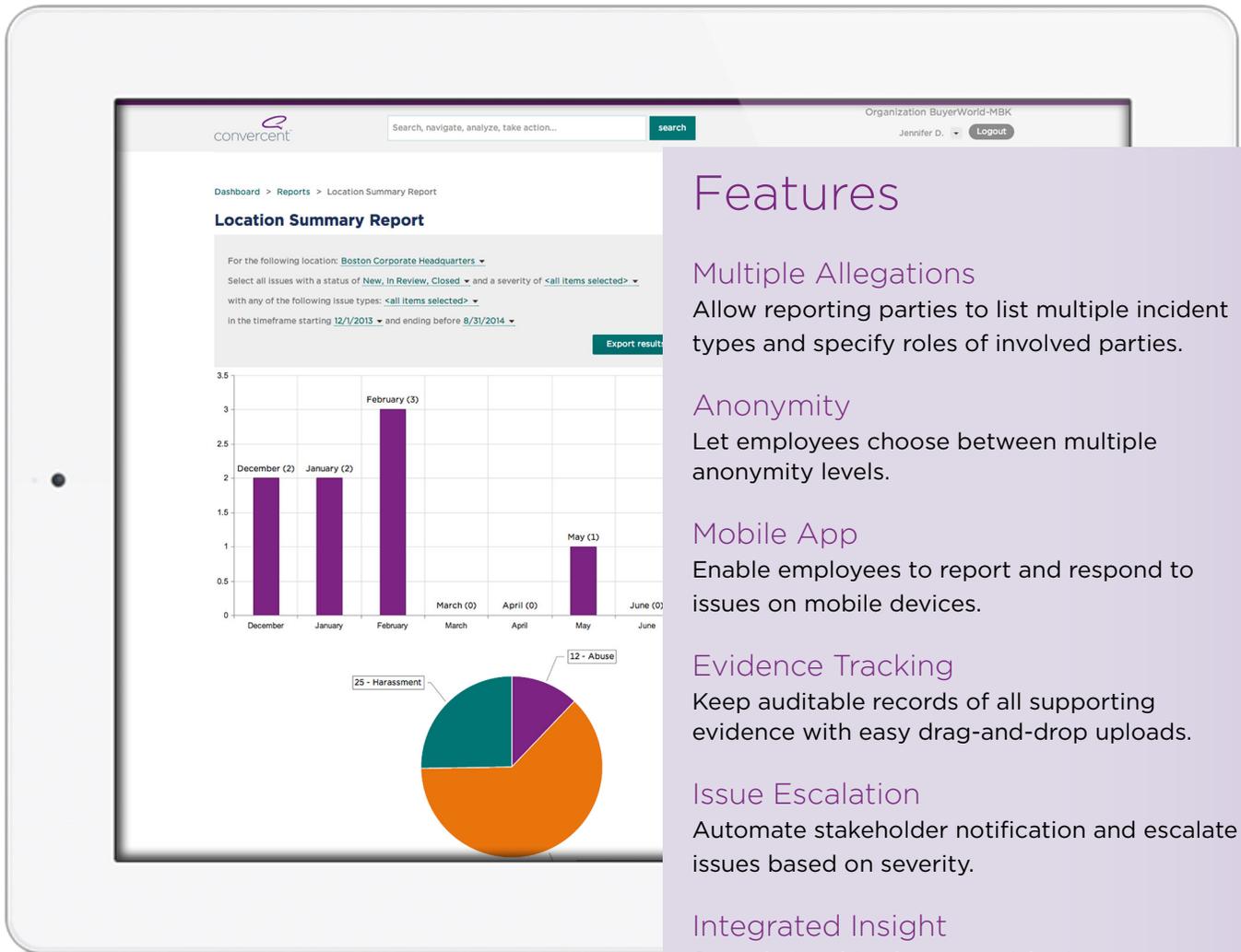
Identify, track and manage multiple allegation types at once.

For the first time, users can name multiple parties or list multiple issue types within a single case, allowing administrators to more effectively collect, investigate and report on complex cases. Convercent also allows for open-ended descriptions of allegations instead of asking reporters to classify the behavior/risk/allegation type—allowing the compliance team to correctly categorize, route and address the issue once it's received.

Understand the big picture.

Convercent prioritizes cases by aligning them to your risk profile, allowing you to focus resources on incidents related to your most critical compliance risks. You're also armed with data showing how your policies, procedures, training and other initiatives are working by surfacing relationships between these efforts and your incidents. Ultimately, you're provided with unprecedented insight into the effectiveness of your compliance program, along with the tools at hand to address issues before they escalate or repeat.

From initial report to case closure, Convercent tracks your incidents and provides integrated dashboards to ensure consistent and rapid responses.



Features

Multiple Allegations

Allow reporting parties to list multiple incident types and specify roles of involved parties.

Anonymity

Let employees choose between multiple anonymity levels.

Mobile App

Enable employees to report and respond to issues on mobile devices.

Evidence Tracking

Keep auditable records of all supporting evidence with easy drag-and-drop uploads.

Issue Escalation

Automate stakeholder notification and escalate issues based on severity.

Integrated Insight

See relationships between risks, issues, disclosures, policies and training in real time.

Reporting

Leverage real-time dashboards, drill-down reports and customizable data exports.

Changes Made Simple

Quickly add or remove locations, change user permissions or adjust data settings.



Convercent's risk-based global compliance solution enables the design, implementation and measurement of an effective compliance program. Delivering an intuitive user experience with actionable executive reporting, Convercent integrates the management of corporate compliance risks, cases, disclosures, training and policies. With hundreds of customers in more than 130 countries—including Philip Morris International, CH2M Hill and Under Armour—Convercent's award-winning GRC solution safeguards the financial and reputational health of your company. Backed by Azure Capital, Sapphire Ventures (formerly SAP Ventures), Mantucket Capital and Rho Capital Partners, and based in Denver, Colorado, Convercent will revolutionize your company's compliance program.

[Request a demo today!](#)

Contact Convercent

For more information or to schedule a product demonstration, contact us at:
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