POWERFUL TECHNOLOGY
EASY IMPLEMENTATION
DEDICATED PARTNERSHIP
REDEFINING COMPLIANCE TECHNOLOGY

Fast to set up and easy to use, Convercent will integrate your company’s hotline, case, policy, learning and disclosure management with organizational risks and objectives, allowing your team to better predict and mitigate compliance risk. By measuring compliance health at all operational levels, and quantifying the progress of campaigns and initiatives, your company will reduce compliance exposure while increasing employee engagement. What makes Convercent unique is how we combine traditionally siloed compliance functions in an integrated, sophisticated, web-delivered system to any device—fixed or mobile.
OUR CUSTOMERS

See the video testimonials at convercent.com/customers
MANAGE ALL OF YOUR COMPLIANCE INITIATIVES

- Centralize, standardize, and prioritize all of your compliance risks.
- Integrated intake and case management to manage and report on all organization issues.
- Look at the universe of cases, disclosures, education events, and extract patterns of behavior about the motivations that drive employee actions.
- Simplified and standardized conflicts of interest process for more transparency and fewer conflicts.

- Manage outbound and inbound gift and entertainment disclosures at the individual, group, and company level.
- Standardized delivery and acknowledgement process to drive initiatives and gauge employee comprehension of critical policies.
- Three levels of real-time, on-demand reporting (dashboards, web-based, and data services).
Your organization’s ethics hotline remains one of the most critical, yet often overlooked, compliance technologies. Many organizations choose to take an “if it ain’t completely broke, don’t fix it” approach to evaluating this crucial front-line investment, with legacy systems built near the turn of the century. Built using the most modern technology, Convercent’s Hotline and Case Management delivers a superior user experience, along with actionable reporting to help your organization make strategic business decisions based on data. By focusing enormous resources internally toward customer support and service, Convercent can typically implement a global hotline in a matter of weeks (not months or years) providing almost immediate time to value.

INTEGRATED INTAKE & CASE MANAGEMENT

Convercent delivers a unique framework for incident reporting, coupling a non-threatening intake process to increase the quantity and quality of reports with a standard process to ensure consistent handling and responses across all intake channels. Available in more than 300 languages, our helpline consistently receives the highest marks related to transfer times and service, leading to a 96% year-over-year customer retention rate.

What makes Convercent different is our approach to communication—both internally and externally. Utilizing message boards, task management and attachments, Convercent will document in detail any organizational issue, enabling improved dialogue—even with anonymous reporting parties. When coupled with a completely unique approach to managing complex issues with multiple subjects and allegations, and a new ability to document and report on the root causes of misconduct, Convercent’s Helpline and Case Manager represents a major step forward in incident management technology.

KEY DIFFERENTIATORS

MOBILE ACCESS
Empower employees to report and respond to issues from any mobile device.

HRIS INTEGRATION
Connect to your system of record to incorporate employee data, location information and other relevant data in real time.

RISK
Analyze relationships between issues, conflict of interest disclosures, policies and regulations to better understand risk.

COMPLEX CASES
Manage an unlimited number of subjects and allegations within a single issue report on one screen.

ROOT CAUSE
Identify, track and understand the behaviors and conditions that influence and contribute to misconduct—from ignorance to pressure, and from poor controls to rationalization.

REPORTING
Utilize dashboards and customizable reports to create real-time board reports in seconds.
Conflicts of interest (COIs) drive business risk and misconduct. The reputational and financial fallout from leaving COIs unmanaged can be crippling to a business, jeopardizing the faith of customers, partners, investors and employees. Effectively managing conflicts represents a major opportunity to reduce compliance risk. Providing a clean and non-threatening interface for employees to disclose relationships that may present a real or perceived conflict of interest, Convercent provides a defensible framework to collect, manage and update employee disclosures on an ongoing basis to ensure transparency, promote fair business practices and address risks at their root cause.

KEY DIFFERENTIATORS

LINK TO POLICIES
Direct employees to COI disclosure form immediately following COI policy attestation.

DECLINATIONS
Keep a record of when employees tell you they don’t have any COIs to disclose.

CLEARANCE CONDITIONS
Establish, communicate and document the conditions for acceptance, and have employees attest to those conditions.

DISCLOSURE FLEXIBILITY
Customize conflict options and survey question sets for different employee populations.

SECURE WORKFLOW
Protect security and confidentiality with routing rules, permission sets and workflows.
Often managed on multiple systems or in various filing cabinets, integrating the process for distributing, tracking and reporting on organizational policy attestations represents a great opportunity for many organizations to reduce risk. Going beyond storage, distribution and tracking of your compliance policies, Convercent allows you to quickly be able to assess how your policies influence employee conduct and impact compliance risk.

**IMPROVE EMPLOYEE ENGAGEMENT**

Fortify employee trust and confidence by providing them with the policies they need to understand your expectations in a single, intuitive location. Configurable delivery settings to make sure you’re sending the right content to exactly the right employees without unnecessarily inundating your entire workforce, and instant access to delivery, version and attestation records bolsters defensibility and credibility of compliance program efforts. Providing comprehensive compliance program reporting, Convercent ensures you can quickly and easily assess how well your policies curb incidents and mitigate your risks by location, department or across the entire organization. Viewed in context with the rest of your program, you’ll have a detailed understanding of where corrective action may be needed or which policies might be due for a refresh.

**KEY DIFFERENTIATORS**

- **CAMPAIGN MANAGER**
  Easily drag and drop policies into customizable communications as part of rolling, one-time or corrective action campaigns.

- **ELECTRONIC SIGNATURES**
  Capture, encrypt and securely store signed PDFs for a more defensible record of who attested to what, and when.

- **INTEGRATED REPORTING**
  Relate policy and organizational issue data together to gauge risk and measure corrective action campaigns.

- **SINGLE SIGN-ON**
  Reduce the number of staff logins by integrating directly into your single sign-on environment.

- **REAL-TIME DASHBOARDS**
  Utilize up-to-the-minute data to track attestation rates and send reminders with a single click.
FOUR LEVELS OF REAL-TIME, ON-DEMAND REPORTING.

Access, understand, deliver and act upon compliance program results better, faster and easier than ever before. Offering rich and interactive views of your program data, Convercent surfaces trends, outliers and correlations. By better processing all of the information at your disposal, you can more effectively diagnose and proactively address key risk areas, better prioritize focus, confidently allocate spend and more accurately assess program effectiveness.

1. DASHBOARD REPORTS
   Graphs and charts provide quick, high-level views of key risks, issues, disclosures, attestations and course completions. Using our innovative drag and drop system, administrators can quickly and easily create their own unique dashboard.

2. WEB-BASED REPORTING
   Choose from a variety of pre-built reports with drill-down capabilities at multiple levels that present the information any way you would like, in real time. Rich filtering capabilities help you manage, organize and change the view of the report based on your needs.

3. CONVERCENT DATA SERVICES
   Access and export real-time data and customize forward-facing reports for senior executives, board members, auditors and regulators. Charts and graphs in Excel workbooks and/or PowerPoint templates can be updated in a single click.

4. EMPLOYEE SCORECARD
   Employee scorecards provide an individual’s entire history of compliance engagement and results in a single view, including any cases that employees have involved in, disclosures they’ve submitted, policies they’ve attested to and training courses they’ve completed. Tie in data from your HR system for a comprehensive employee record that helps you draw better conclusions and make better decisions about compliance initiatives, incident responses and organizational processes and procedures.
CONVERCENT INSIGHTS

Designed for compliance leaders who understand the value of being proactive instead of reactive, Convercent Insights moves compliance beyond case-by-case incident triage by allowing you to predict and better prevent compliance risk. From high-level dashboards to employee-specific details, and from historical trending to business unit benchmarking, Insights gives you the clearest perspective on your compliance program data—enabling you to design a compliance business plan that best accounts for your employees, culture, geographic reach, legal landscape and market conditions. Filter and drill into data however you need to answer tough questions on the spot.

What’s more, Convercent gives you the insight to anticipate how changes in any of those factor affect your risk exposure, along with the agility to quickly and confidently make changes to your program to mitigate the changing risk.
MORE THAN JUST REPORTING

Reporting can provide data, tables, charts and trends, where analytics provide interactivity, flexible segmentation and rich visualization. As a results analytics enables the compliance professional to find patterns, locate correlations, determine causality and ultimately predict what may happen under certain conditions or circumstances. Where traditional reports are built to answer specific questions, analytics dashboards serve to answer questions as yet unknown and unasked.
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. Convercent is backed by Sapphire Ventures, Tola Capital, Azure Capital, Mantucket Capital, and Rho Capital Partners. Convercent is based in Denver, Colorado.

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