

## Comprehensive, Multi-dimensional Case Management

# Issue and Event Manager **ENTERPRISE**

### Our Clients Include:

- Blockbuster Inc.
- City of Chicago
- Cummins USA
- Deloitte Services, LP
- Ernst & Young, LP
- KPMG, LLP
- Mayo Clinic
- New York Law School
- TELUS
- The Neiman Marcus Group
- and many others!

### What Do People Like You Think About Our Solution?

*"We have increased our efficiency by using EthicsPoint's secure, centralized database. Our administrative effort has been cut in half."*

-- Fred Halpin,  
Divisional Vice President  
of Internal Audit  
Coldwater Creek

### Comprehensive, Multi-dimensional Case Management

Fraud. Employee harassment. Adherence to governmental mandates. Data theft. Physical security. These are just a few of the wide ranging set of risks facing your organization today. How you address reported incidents and proactively identify problem areas can be a competitive advantage when done well.

The EthicsPoint Issue and Event Manager suite of solutions have been designed to be that advantage by ensuring a consistent process for the reporting, investigation, resolution and analysis of issues and events that pose risk to your organization. Serving over 2000 customers and 11.5 million stakeholders across all industries, EthicsPoint is the global leader in Hotlines and Case Management solutions.

### Thousands of Customers Have Discovered the Benefits of the EthicsPoint Issue and Event Manager Solution

Each of the EthicsPoint Issue and Event Manager (IEM) solutions automate the business processes surrounding the key areas of risk management:

- **INCIDENT REPORTING.** Regardless of source - anonymous and confidential telephone or web-based hotline, direct conversation with a supervisor, through process controls, etc. - IEM facilitates the collection of information of misconduct and other adverse events
- **INVESTIGATION.** Once a potential risk is identified, IEM provides a common framework and automated workflow to ensure consistency and proper documentation through the process of researching and ultimately resolving reported issues.
- **INSIGHT.** IEM's reporting and advanced analytics give you the ability to not only proactively mitigate risk by identifying trends and patterns across your enterprise, but also ensure transparency of organizational risk to senior management and your board.

#### FOR MORE INFORMATION

To learn more about EthicsPoint:

[www.ethicspoint.com](http://www.ethicspoint.com) | 1-866-297-0224 | [sales@ethicspoint.com](mailto:sales@ethicspoint.com)



## We Are Fanatical About Security.

EthicsPoint offers:

- SAS 70 Type II certification
- 128-bit SSL encryption between the EthicsPoint site and a user's web browser
- Use of VeriSign™ certificates to protect confidential data
- TRUSTe and Safe Harbor certified in support of International Data Privacy guidelines
- International data privacy support of CNiL and EU Article 29

## What Do Experts Say About Us?

*"Consider solving this problem for corporate compliance by giving Corporate Compliance a single enterprise investigations management platform that ties into whistle blowing/hotlines for anonymous reporting of incidents.*

**EthicsPoint, in my humble opinion, offers one of the best solutions on the market for managing corporate investigations across the organization with integrated hotline services."**

-Michael Rasmussen, GRC Pundit  
Corporate Integrity,  
December 2008

## Features and Benefits of IEM ENTERPRISE : How Do They Help Your Business?

EthicsPoint Issue and Event Manager **ENTERPRISE** is the most powerful solution for managing your organizational risk. IEM **ENTERPRISE** has been specifically architected to adapt to complex organizational structures, regulatory mandates, sophisticated workflow requirements, local laws and other issues that impact your business.

The solution includes Advance Analytics and an ad-hoc report generator with preformatted and "free-form" analytical comparison capability. Additionally, IEM **ENTERPRISE** has an integrated dashboard that enables you to get an enterprise-wide view of risks, as well as control, policy and procedural breakdowns.

Our IEM **ENTERPRISE** version is ideal for clients who require customized data collection, investigative workflow and advanced analytical capabilities. Benefits include:

- **EASY COLLECTION** of all reported incidents and events - whether through our anonymous, confidential hotline, or through other methods such as "open door" conversations, exit interviews, etc.
- **VISIBILITY INTO POTENTIAL RISK AREAS** to your business via standard reporting and robust analytics.
- **INCREASED PRODUCTIVITY** while maintaining data privacy through configurable role and/or skill-based access levels
- **MITIGATES GLOBAL RISK** through support for international data privacy regulations.
- **ENSURES PROCESS CONSISTENCY** via configurable workflow automation and process controls
- **SOPHISTICATED SECURITY AND ADMINISTRATION** features that allow for simple management of users and issues.

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