

# Issue & Event Manager *Professional*

## Powerful and Flexible Case Management

### 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!

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 2300 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 ETHICSPPOINT ISSUE AND EVENT MANAGER SOLUTION

Each of the **epIssue and Event Manager** 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. – epIEM facilitates the collection of information of misconduct and other adverse events
- **Investigation.** Once a potential risk is identified, epIEM provides a common framework and automated workflow to ensure consistency and proper documentation through the process of researching and ultimately resolving reported issues.
- **Insight.** Powerful reporting tools 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.

**epIssue and Event Manager Professional** version provides your organization with greater flexibility and configurability. epIEM

### 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

### 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)

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## 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

### 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

Professional was designed for organizations with more complex organizational structures who want to capture custom information and enforce process and workflow consistency across departments, geographical locations and individuals.

With epIEM Professional, you are able to capture a greater set of data on reported issues and you can create a configurable workflow to meet your business needs. epIEM Professional delivers task management for investigative process, ensuring milestones and processes are met. For those seeking greater insight into data, epIEM Professional includes Advanced Analytics delivering custom reporting and superior insight into risk patterns and trends within your organization.

Benefits of this solution include:

- **Builds trust** within your employees, partners, and other stakeholders and encourages the reporting of issues via confidential and anonymous telephone and web-based incident and event reporting
- **Encourages open door policies** through ability of managers, HR representatives, and other designated personnel to manually enter new cases.
- **Provides visibility** into all reported misconduct, incidents, and risks to your business.
- **Mitigates global risk** through support for international data privacy regulations.
- **Ensures process consistency** via configurable workflow automation and alerts
- **Flexible, client-defined configuration** improves data collection on issues unique to your organization.
- **Robust reporting tools** provide insight and transparency into organizational risk.

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