

## Comprehensive, Multi-dimensional 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.

### Features of the EthicsPoint Issue and Event Manager

Each of the **epIssue and Event Manager** (epIEM) 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.

### 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

### MORE INFORMATION

**Issue & Event Manager** is just one of the many GRC-focused products in the EthicsPoint solutions framework. Learn more about how we’re helping to drive awareness and mitigate risk in organizations like yours.

# epIEM Enterprise: How Does It Help Your Business?

EthicsPoint Issue and Event Manager *Enterprise* is the most powerful solution for managing your organizational risk. epIEM *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 Advanced Analytics and an ad-hoc report generator with preformatted and free-form analytical comparison capability. Additionally, epIEM *Enterprise* has an integrated dashboard that enables you to get an enterprise-wide view of risks, as well as control, policy and procedural breakdowns.

## We are fanatical about security

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

Our epIEM *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

To gain a deeper understanding of the features and capabilities of epIEM Enterprise offering and to learn about the many other ways we can improve your GRC performance, please contact an EthicsPoint solutions consultant.

To schedule a discussion and demo, please call 1-866-297-0224 or email us at [sales@ethicspoint.com](mailto:sales@ethicspoint.com).

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