

NAVEX Customer Success Story

# Claims Recovery Service Embraces Integrated Risk Management and New Risk Culture



## Highlights

## Solution



**INDUSTRY**

**Claims Recovery Service**



**CHALLENGE**

Inadequate processes for managing compliance and audits



**SOLUTION**

Compliance & Policy Management

**SINGLE-PRODUCT**

**NAVEX IRM**  
INTEGRATED RISK MANAGEMENT

## Compliance & Policy Management with NAVEX IRM

- Centralise and track all policies, enabling gap analysis
- Ensure regular review of policy documents with automated notifications before expiration
- Simplify the process of updating policies and procedures
- Easily update all related documents when regulations change
- Reduced the number of documents by consolidating information
- Documented controls to either industry guidelines, federal statutes or client requirements.
- Respond to common audit questions with centralised answer and documentation

### Challenge: Inadequate processes for managing compliance and audits

For years, a financial claims recovery service used manual processes – a combination of spreadsheets, stored documents, email and other office tools – to manage its compliance and audit programmes. Remaining compliant with the many financial rules and regulations was a time-consuming process – and there was always a chance of missing something. The company relied on documents in hundreds of file folders in multiple network drives, each with its own security permission. The company maintained a list of policies on spreadsheets and Sharepoint sites, but none of the information was linked, making it nearly impossible to update policies – or even know they existed. It was hard for staff members to find documents, and they often referred to outdated policy versions, because some hadn't been updated in more than two years.

As regulations grew more complex, customer compliance demands multiplied, and as the cost of noncompliance grew steeper, it quickly became clear spreadsheets weren't enough. The company was spending more than \$500,000 a year managing compliance..

### Solution: NAVEX's GRC Platform, NAVEX IRM

The company chose NAVEX's governance, risk management, and compliance (GRC) platform, NAVEX IRM, for its capabilities in compliance and policy management, as well as audit management. NAVEX IRM helps organisations centralised their compliance programme, respond more quickly and thoroughly to audit requests.

The company uses NAVEX IRM to store and centralise the company's 500+ policies and procedures, and to set the appropriate permission levels. The audit coordinator was also relieved from having to conduct an exhaustive network search for a particular document, since they centralised responses to common audit questions. Better yet, the company was able to easily stay on top of new regulations and client requirements that required policy updates. The new system flagged related policy documents and automatically prompted the appropriate people to review and approve updates – before deadlines passed.

To learn more about NAVEX IRM® solutions or to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+44 (0) 20 8939 1650**.

## NAVEX IRM

### INTEGRATED RISK MANAGEMENT

#### Integrated Risk Management

Integrated Risk Management (IRM) is the collection of practices and processes that offer a comprehensive way to identify, assess and prioritise risk throughout an organisation. NAVEX IRM, a GRC and Integrated Risk Management solution from NAVEX, equips users and business leaders to manage risk from the endpoint to the enterprise.

NAVEX IRM's integrated risk management capabilities address eight business use cases:

- Audit management
- Continuous monitoring
- Compliance and policy management
- Vendor risk management
- IT risk management
- Business continuity management
- Operational risk management
- Health and safety management

## Results: 50% Reduction in Time and Costs for Each Process

The company's policy, compliance, change, and audit management processes became more predictable and efficient, relieving employees so they could spend their time on strategy and revenue-generating initiatives. For example, that audit coordination process that used to take multiple staff members more than a week to complete is now accomplished by one person in one or two days.

A diligent compliance programme also has another benefit: The company's sales team leverages its zero-finding audits as a competitive advantage during the prospecting and sales process.

All in all, audit preparation time dropped from over three days per audit to less than half a day – allowing the team to continue focusing on their core responsibilities instead of hunting down documents, each time an audit happens.

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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