



NAVEX Customer Success Story

NAVEX One Empowers MicroPort® CRM

“If all our providers worked with us like NAVEX did, our lives would be much easier. Any company needs were promptly attended to, and we were provided with various options customized to suit our requirements.”

Elisa Antonietta Blardone

Compliance Director



Highlights



Industry

Healthcare - Products



Number of Employees

1,000



Challenge

A solution that can streamline and manage whistleblowing processes.



Outcome

An easy-to-access whistleblowing and reporting system that provides “full picture” stats and risk trends and enables MicroPort to meet regulatory requirements as a well-connected global team.

Solution

SINGLE-PRODUCT

NAVEX One®

WHISTLEBLOWING & INCIDENT MANAGEMENT

About MicroPort®:

Founded in 1998 on the belief that every person has the right to high quality medical treatments, MicroPort® is a global medical devices company. MicroPort® provides solutions across twelve therapeutic areas, including cardiovascular, orthopedics, cardiac rhythm management, electrophysiology, endovascular, neurovascular and surgical robotics among others. For over 25 years, MicroPort® has been breaking barriers and accelerating access to life-changing solutions so that patients everywhere can continue living better and longer lives. With therapeutic solutions that are available in more than 100 countries and over 20,000 hospitals around the world, today, every 5 seconds a patient around the world benefits from a MicroPort® life-changing solution.

About MicroPort® CRM:

MicroPort® CRM is a pioneering company in the field of Cardiac Rhythm Management (CRM) with global headquarters in Clamart, near Paris, France and an associated company of MicroPort®. With over 60 years of expertise and innovations, MicroPort® CRM develops, manufactures and commercializes cardiac pacemakers, implantable cardiac defibrillators, cardiac resynchronization systems and ECG diagnostic solutions for the management of cardiac rhythm disorders and heart failure, globally. These state-of-the-art products are manufactured in Clamart, France, Saluggia, Italy, and in Santo Domingo, Dominican Republic. MicroPort® CRM also distributes MicroPort® solutions in Interventional Cardiology and Electrophysiology in Europe.

Challenge:

MicroPort® CRM identified the need for a robust system to effectively oversee the organization's worldwide whistleblowing channels and manage reported cases. This system was required to ensure security and protection of whistleblowers while adhering to the EU Whistleblower Protection Directive. MicroPort® CRM sought a solution that would maintain compliance with the Directive's requirements and accommodate the diverse legal frameworks of individual EU member states.

Solution:

To stay compliant with each EU country's local take on the EU Directive, MicroPort® CRM implemented the NAVEX One Whistleblowing and Incident Management solution, EthicsPoint. The solution is built to align with international regulations, DOJ guidance, and the EU Directive, it also offers a streamlined and scalable way to address increasingly changing regulatory requirements.

In 2023, MicroPort® CRM upgraded from the EthicsPoint Foundation to the Professional subscription. The Professional version of EthicsPoint allows companies to create individual tiers of importance and manage different requirements per country. In addition, intake questions, data privacy and policies can be adapted to each tier.

Results and looking forward :

Incorporating EthicsPoint benefited MicroPort® CRM by allowing them to effectively handling the changing regulations associated with the EU Whistleblower Protection Directive. It offers a comprehensive overview of local and member-state requirements, serving as a centralized solution that streamlines all essential regulatory information. This reduces the compliance team's workload and resolves any isolated issues. Regardless of an employee's global location, they can conveniently access all necessary details through the platform or now raise a concern in their local language.

EthicsPoint also seamlessly pre-addressed GDPR, regulatory, IT and legal concerns around incident management, providing a convenient "plug-and-play" system for MicroPort® CRM.

In addition, the EthicsPoint platform empowers MicroPort® CRM to establish alerts and monitor, categorize, and analyze the duration of each report closure. These metrics can be transformed into regular reports, offering the executive team factual insights into company whistleblowing trends. The report statistics also enable senior leadership to keep up to date with compliance program progress and see any areas of current concern, helping them to predict and mitigate future risks.

Overall, collaborating with NAVEX has resulted in a positive experience for MicroPort® CRM. The NAVEX team demonstrated strong support and responsiveness in implementing the system and addressing any questions. They consistently present a variety of tailored options to assist in achieving the company's long-term compliance objectives.

WWW.NAVEX.COM | info@navex.com | U.S. +1866 297 0224 | EMEA +44 (0) 20 8939 1650

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