

Case Manager

A modern, multi-channel approach to employee incident reporting that ensures rapid responses and escalations while enabling you to monitor successful participation and create meaningful progress reports.

Foster a positive, engaged workforce by connecting your values to your policies and training. Fewer incidents will occur as a result. But getting out in front with your compliance efforts won't eliminate all risk. When incidents do occur, Convercent has you covered.

Two-way communication anytime, anywhere...

Convercent's cloud-based web portal, telephone hotline and mobile app ensure that your employees have 24-7 access to raise concerns, ask questions and report incidents. Employees have the freedom to report at three levels of identity— anonymously, known only to Convercent and known to all parties. They can also upload relevant documentation, including photos and video, directly into Convercent.

Cases are quickly categorized by level of severity. Real-time alerts are immediately routed to the appropriate manager for response. Off-hours alerts can even arrive on mobile devices.

Promotes rapid, effective responses to incidents...

From initial report to case closure, Convercent tracks and records all activity and evidence related to your investigation. Communication tools make it easy to talk with the reporting party to dive deeper into their case. Stakeholders have full visibility into the process and records. Audits are effortless to reproduce for regulatory agencies.

If expert investigative resources are required, Convercent's Professional Services team is available for consultation and assistance.

Pooling intelligence to give you unprecedented insight into the health of your organization.

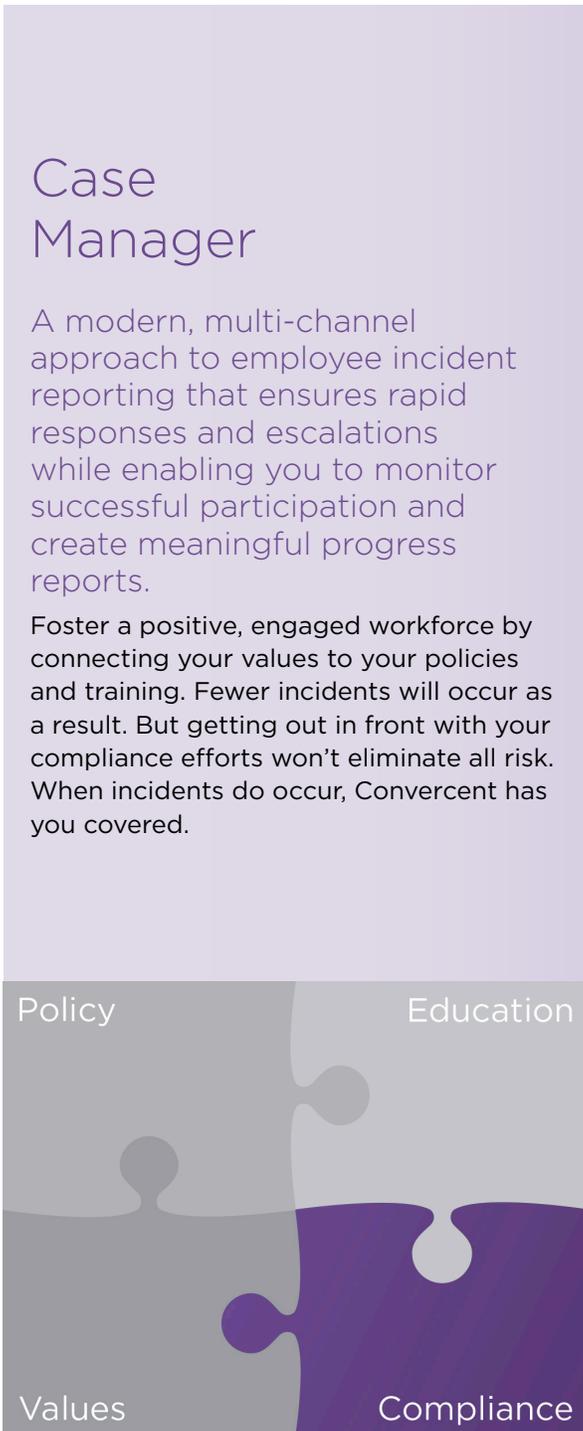
Convercent's case management software is fast to set up and easy to use. It pools intelligence across all levels of your organization. Combined with information about your values, as well as policies and trainings, Convercent provides unprecedented insight into your organization's health. If a type of incident recurs, or a policy is repeatedly violated, you will know. Convercent notes the risk and provides suggestions for mediation. You'll have the tools at hand to send immediate, targeted policy and education campaigns to address any report or issue.

Policy

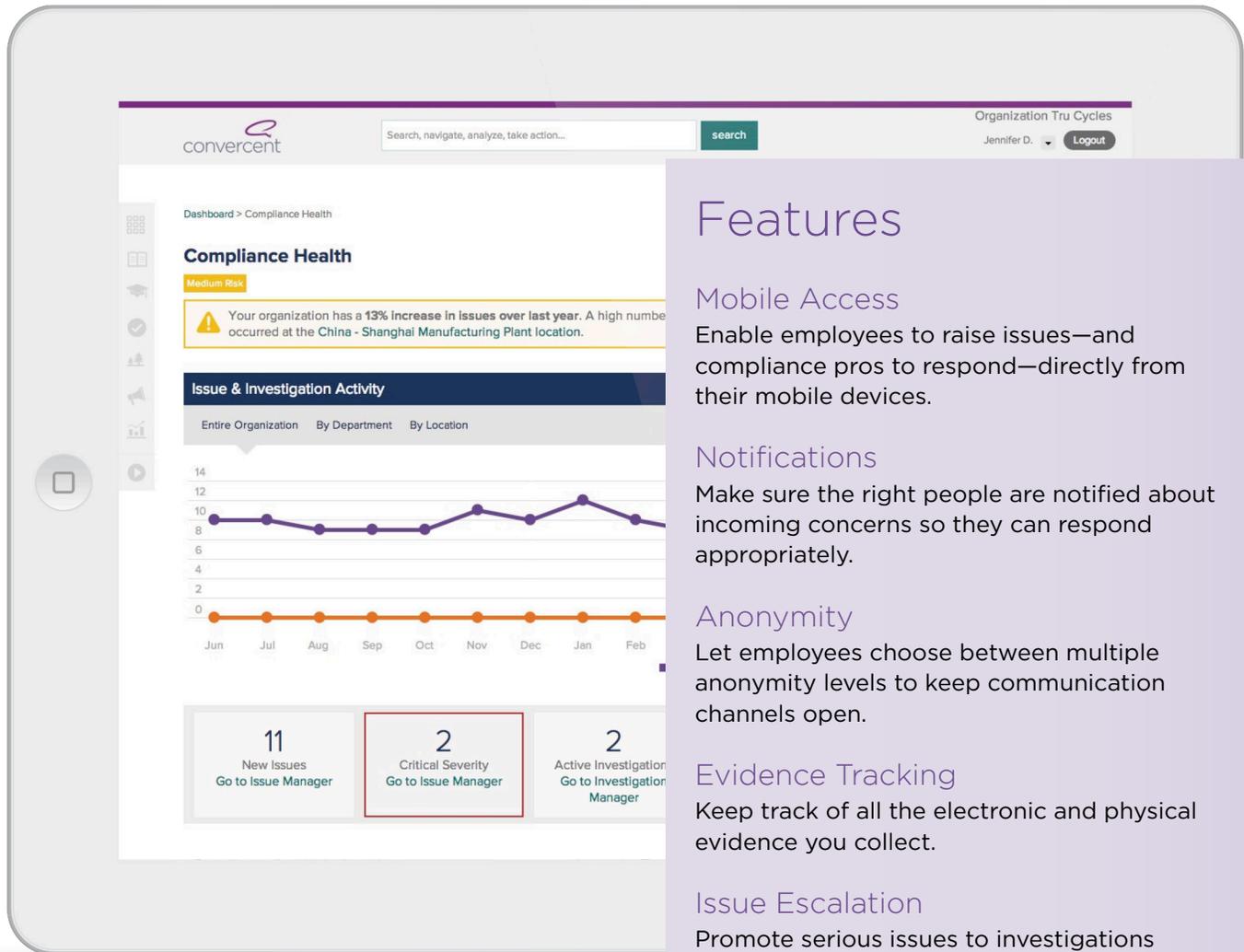
Education

Values

Compliance



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Features

Mobile Access

Enable employees to raise issues—and compliance pros to respond—directly from their mobile devices.

Notifications

Make sure the right people are notified about incoming concerns so they can respond appropriately.

Anonymity

Let employees choose between multiple anonymity levels to keep communication channels open.

Evidence Tracking

Keep track of all the electronic and physical evidence you collect.

Issue Escalation

Promote serious issues to investigations so you can discover the facts and drive recommendations.

Enhanced Integration

See relationships between employees, issues, cases, policies and regulations in real-time.

Audit Trails

Get visibility into all activity—every action is tracked and available for reporting.



Convercent is turning compliance on its head. Through the industry's first intelligent dashboard, we give you multi-dimensional insight into your company's health.

Our integrated compliance and analytics solution builds healthy organizations by continuously assessing and managing company policies, tracking employee education and streamlining case management—all while keeping a solid emphasis on your company values.

The cloud-based solution is fast to set up, easy to use and accessible from any device or location. It's an interactive approach to turning insight into improvement and awareness into alignment. Changing your view of compliance can transform your organization.

convercent.com

Contact Convercent

For more information or to schedule a product demonstration, contact us at:
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