

CASE STUDY

Family-owned mid-size manufacturer with around 1,500 employees in the Midwestern United States implements StarCompliance's Incident and Policy Management (IPM) solution to enable whistleblowing and case management.

CHALLENGE

After inappropriate behavior from a manager towards a member of staff came to light, and it became apparent that the employee had no official recourse for making a complaint, the senior management of this mid-size manufacturer realized that it needed to act swiftly – both to ensure the well-being of the employee and to prevent the company from being implicated in any ensuing legal action.



SOLUTION

After considering various options, in 2017 the manufacturer selected Star's automated IPM solution to enable anonymous whistleblowing for employees and efficient incident collection as well as case management for human resources and the leadership team.



DELVING DEEPER

The Star team identified key priorities that highlighted the need to:



Create, implement, and maintain whistleblowing policies



Enable easy, intuitive, round-the-clock anonymous reporting for all employees



Automate the collection and management of employees' concerns



Identify, manage and resolve all cases promptly, efficiently and appropriately



Reduce exposure to potential legal issues involving employees

Star's IPM solution met and exceeded all of the manufacturer's key requirements, providing full privacy and simplified reporting, with efficient incident and collection management. By taking a proactive approach to addressing allegations before they escalated, the company was able to protect itself against legal action, while ensuring the well-being of employees.

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BUSINESS OUTCOME

- 1 **Cloud-based deployment**, requiring minimal training and input from the company's IT team, allowed the system to be up and running in four weeks.
- 2 **User-friendly**, online access and total privacy resulted in rapid employee adoption.
- 3 **Monitoring** for and addressing incidents before they could escalate prevented lawsuits involving employees.
- 4 **Access to comprehensive, flexible analytics** and industry-specific benchmarking allowed the manufacturer to evaluate its performance and maintain best practices.
- 5 **Regular, seamless software updates** and ongoing support from Star ensured the solution continued to adapt to meet the evolving needs of the company.



CONCLUSION

The value of the Star's IPM solution helped build a business case that showed the manufacturer's management how the company could significantly reduce employee compliance risk as it prepared for future growth. A *'what you see is what you get demo'*; a clear, six-step implementation process and rapid deployment, which required minimal training or involvement of the company's own IT team; and an exceptional Professional Services support model, enabled the team to secure approval and funding.

The result: this mid-size Midwestern manufacturer implemented a business-critical, streamlined IPM solution in a compressed four-week time frame, allowing it to move from passive to proactive employee case management, enhancing its performance, and strengthening its position for future growth. and strengthening its position for future growth.