



CASE STUDY

Honda Logistics implements StarCompliance's Incident and Policy Management (IPM) solution and call center services, which incorporate AI, to enable timely natural language translations for case management in multiple languages across locations and employees.

CHALLENGE

As a global corporation operating in 13 countries with over 16,000 employees, Honda Logistics faced difficulties in effectively and promptly communicating incident reports among employees located in various countries, speaking numerous different languages. Translation work was often done remotely, in which content was often done remotely via third-party service providers, or by using publicly available translation engines, such as Google Translate.

SOLUTION

After identifying the inefficiencies and potential inaccuracies in their translation process, Honda Logistics selected Star's IPM solution for its AI-driven natural language translations. IPM provides the company with on demand, accurate translations for case reports - supporting whistleblower activities across compliance, HR, and third-party due diligence while once and for all resolving the location and language barriers Honda Logistics previously faced.



DELVING DEEPER

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



Automate and manage employee's concerns



Enable easy, intuitive, round-the-clock anonymous reporting



Leverage real-time translation capabilities in over 65 languages



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



Reduce exposure to potential legal issues with local laws involving employees

BUSINESS OUTCOME

- 1 **Cloud-based deployment** with AI-driven natural language translation of case reports dramatically reduced the time taken to investigate allegations and achieve resolutions.
- 2 **Access to on-demand translation** capabilities and a friendly user interface ensured total privacy and rapid employee adoption.
- 3 **Sharing real-time investigative information** accurately improved internal communications across regions, enabling the firm to address incidents before they could escalate and prevent lawsuits involving employees.
- 4 **Regular, seamless software updates** ensured the solution would scale to meet the evolving needs of the company.

Star's IPM solution met and exceeded all of Honda Logistics key requirements, helping the company establish a more robust incident and policy management process with instant language translation of case reports, maintaining complete privacy for its employees and providing simplified, streamlined reporting. By significantly improving the time to resolution, Honda Logistics is able to address allegations before they escalate, protecting the company against legal action, while ensuring the well-being of its employees.

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CONCLUSION

The value of the Star's IPM solution helped build a business case that showed Honda Logistics management team how the company could significantly reduce the time taken to investigate allegations and support a safe and healthy culture across regions.

The result: The global logistics firm was able to implement a business critical, streamlined IPM solution in a short time frame, allowing it to achieve timely resolution of case reports across regions in multiple languages. This has helped them move from passive to proactive employee case management, enhancing its performance, and strengthening its position for future global expansion.