



Helping a leading
LSHC company to
monitor operation
compliance risk

Strategy, Risk & Transactions Operate | Compliance Operate Services

The challenge

The client is a global biotechnology enterprise who has established a leading brand in the life science and health care industry with its top global research team and capability to operate across the entire industry value chain.

With increasing anti-corruption and compliance requirements in the industry, the client needed to conduct **live monitoring and risk management on its various meetings and relevant expenses**.

Our solution

We considered the client's specific compliance management needs and proposed effective management measures and digital solutions based on our rich industry experience. We leveraged **D.Spot, Deloitte Intelligent Event Monitoring digital platform**, to assist the client in **full-lifecycle live monitoring of meetings and expenses**, and closely control operation compliance risks.

- **Live monitoring:** Combining the best of human brain and D.Spot technology, we conducted end-to-end process inspections on all types of meetings and provided monitoring feedbacks from meeting application to payment control; besides leveraging classical methodology to help the client cover various meeting risks, we also offered value-added services including high-risk identification, behavioral data analysis, and sharing on industry benchmarks
- **Cold calls and site visits:** Based on the results of live monitoring, we supported review and investigation of high risks through cold calls and site visits
- **Risk management process optimization:** We also assisted the client to optimize the investigation process and shorten the time of review and evidence collection, in order to implement punishment measures and control the spread of risks in a timely manner

The outcomes



Achieved effective, end-to-end live monitoring on all types of meetings, and **ensured the compliance of the client's daily operation activities**



Realized compliance risk control and supervision at any time and any place, enabled by **360° automated monitoring tools**



Leveraged our "Hybrid Compliance Operation service" combining manual and digital methods to complete live monitoring up to **nearly ten thousand times per year**



Provided clients with insights into industry risk management practices based on our extensive practical experience, assisting them in **improving their meeting and expense review processes for more efficient and precise risk control**

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