

CASE STUDY

Multinational Medical Products Company Uses Catalyst Insight to Speed Compliance Investigations

User-Controlled Platform Allows Global Company to Streamline, Standardize and Manage Anti-Corruption Investigations Across its Asian and European Offices

“ Using Catalyst Insight, the company fashioned a unique approach for investigating tips that allowed it to quickly assess their merits and dig deeper into those that warranted further investigation. ”

Client Snapshot: International Medical Device Co.

- Rapidly triage potential compliance violations
- Extensive operations in multiple countries and languages
- Flat-rate pricing for frequent short-term sites
- TAR enables resolution within two weeks

The multinational medical device company faced a workflow challenge of global scale. Compliance staff across its Asian and European regions regularly receive reports of potential violations of the Foreign Corrupt Practices Act, the UK Bribery Act, and similar laws. The company sought to streamline and standardize its process for investigating these tips so that its far-flung regional offices could easily collect relevant data—even across multiple languages—and analyze it for potential violations.

By using the powerful administration and search capabilities of Catalyst Insight, Catalyst's advanced search and analytics platform, the company found the answer to its problem. Insight's integrated processing software Fast Track enabled the company to easily submit multi-language files directly into Insight. Insight's lightning-fast, multi-language search and analytics enabled the company to quickly assess the merits of a tip. And Insight's user controls gave each region the ability to manage the process while enabling the company to centrally monitor its compliance investigations worldwide.

Problem: The Need to Quickly Triage and Investigate Suspected Violations

In an era of escalating anti-corruption enforcement and with sales representatives operating throughout the world, this multinational medical device company needed to tightly monitor compliance and rapidly investigate potential violations. In order to do that, the company wanted a standardized system that would enable it to quickly triage any suspected violations and determine which required more in-depth investigation. The system had to be easy to access and control from anywhere in the world, provide powerful search and analytics, work across multiple languages, and allow easy batching to outside counsel of documents warranting follow-up.

Solution: Using Insight to Load, Search and Analyze Investigatory Data

The company's Singapore office originated the request to Catalyst. Compliance staff there were familiar with Catalyst Insight and believed it would be an effective tool for them to quickly load, search and analyze data—primarily email files—related to alleged violations.



The system had to be easily **accessible from anywhere in the world** and provide sophisticated but easy-to-use search capabilities.

Insight worked so well in Singapore that soon it was also being used by regional offices in Bulgaria, India, Japan, Spain and Thailand, until it became the standard application for all the company's compliance investigations. Now, when an investigation is initiated, the regional offices follow a standard workflow:

- For each new investigation, a country-specific Insight site is created where the compliance staff can search and review the collected data. A site can be up and running within an hour.
- Custodian data specific to the country is exported from the company's Exchange servers in the United States and submitted via Fast Track for processing and loading to the country-specific site.
- Using Insight's powerful search capabilities, regional staff search the data for evidence of the alleged impropriety.
- If the initial search uncovers evidence warranting further inquiry, a local law firm is engaged to more thoroughly review the data and determine the nature and severity of any impropriety.

The entire process—from when the initial tip is received to when the investigation is completed—often takes no more than two weeks. Because Insight enables the company to control the entire process of loading and reviewing the data, it is able to respond quickly and decisively when tips come in.

Flat-Rate Pricing That Makes Sense for the Workflow

Pricing of e-discovery platforms typically reflects their use in litigation, where single sites are hosted for longer terms and can contain large volumes of data. Here, the company's workflow is just the opposite. It has a higher volume of sites but each site contains a relatively small volume of data and is active for only a short term.

For this reason, Catalyst worked with the company to come up with a flat monthly rate more suited to its workflow. The rate allows the company to have unlimited, all-inclusive use of Insight, including all processing and hosting and unlimited users.



Because Catalyst has data centers in Japan, we were able to host all of the company's data from China, Japan, Korea and other Asian countries there while still providing the compliance team the full search and review capabilities of Catalyst Insight.

Industry-Leading Capabilities for Multi-Language Data

The company's global operations and sales networks—particularly throughout Asia, Europe and the Pacific—meant that the data in any investigation could be in any of a range of languages. Catalyst Insight easily addressed this need. Insight allows search and review in 280 languages and includes sophisticated language identification and tokenization software to ensure that multi-language documents are treated properly, particularly documents in the challenging CJK languages (Chinese, Japanese and Korean).

Conclusion: A Standardized, Streamlined Approach to Global Investigations

The company needed a self-administered platform to streamline and standardize its compliance and anti-corruption investigations no matter where in the world they arose. The platform had to be powerful in its search and analytics capabilities across multiple languages, but cost effective and simple to use from anywhere in the world. It found what it needed in Catalyst Insight.

Catalyst Insight was built to streamline e-discovery search and review. But as this multinational medical device company learned, Insight's sophisticated and powerful search and data-analysis capabilities are equally powerful for internal investigations on a global scale.



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