

Outsourcing Your Hotline: The Professional Advantage

When it comes to illegal and unethical activity in the workplace, what you don't know *can* hurt you. In 2008, it "hurt" U.S. businesses to the tune of almost \$994 billion in total losses with the typical organization losing seven percent of its annual revenues to fraud (Source: Association of Certified Fraud Examiners' *2008 Report to the Nation on Occupational Fraud and Abuse*).

In the wake of corporate scandals – and the legislation that followed – many organizations have supplemented their internal reporting procedures with anonymous hotlines to gather tips from employees, customers and vendors. Some have opted for internal hotlines and staffed them with employees and after-hours voice mail. But, increasingly, organizations are recognizing the merits of partnering with a third-party supplier.

A professional hotline provider with a broad base of technical experience can not only expertly staff your hotline around the clock (and across the globe), but introduce a comprehensive hotline strategy that engages every stakeholder in combating fraud and misconduct in the workplace. The Network has blended years of experience with research-based industry best practices to offer the most comprehensive suite of hotline components in the industry.

OUR INTEGRATED APPROACH DRIVES RESULTS

Research by specialists in the field of fraud consistently points to the power of an integrated hotline solution, one that includes:

A consultative, multimedia communications plan

An effective hotline program starts with good communication. The Network's consultative team works with you to understand your organization and design a strategy that's aligned with your ethical climate and organizational demographics. Then we work with you throughout the life of your program, leveraging your existing communications and building in customized components across a wide variety of media channels to make sure you reach every stakeholder in every location across the globe.

A technology-driven hotline accessible through multiple intake channels

Our powerful hotline solution, ReportLine, delivers a dynamic combination of award-winning proprietary technology and highly experienced interview specialists to assure you receive an actionable report every time. The Network provides a range of 24/7, multilingual intake channels, including telephone,

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Web, fax, U.S. mail and other methods to ensure all of your stakeholders have access to the hotline.

Real-time quality control and rapid dissemination of reports

Our system analyzes information as it is reported and automatically flags any inconsistencies, potential errors or places where additional information is required. These real-time integrity checks ensure that each report is complete, accurate and compliant with the requirements you establish. The Network also applies another layer of quality assurance with a dedicated quality assurance team that ensures the accuracy and clarity of every report.

A secure, flexible case management system

Case management is a critical piece of the reporting equation. The Network provides a robust system to document all activities in one centralized database, manage the progress of incident investigations and track trends across your organization. The system also provides easy access to your data and offers the versatility of customizing the system, allowing you to control exactly how your information is collected, reported and analyzed.

Expertise in managing global complexities

For organizations operating internationally, we deliver technologically-advanced reporting systems and interviews in every major language to meet the needs of every stakeholder. We also are attuned to cultural nuances as they relate to ethics-related communications and can make sure audiences around the world get the right message. In addition, we carefully monitor international legislation to help you keep your hotline compliant with ever-changing global regulations.

Interactive on-demand analysis and reporting

Our reporting tools and analytics provide online access to an extensive library of reports that show critical program and case management data and give you the ability to spot trends over time. These allow you to view, filter or query the information to suit your unique reporting needs. The interface offers the flexibility to drill through from summary reports to a specific incident report in just a few clicks.

OUR EXPERIENCE SETS US APART

Many professional hotline providers can refer to themselves as experts in hotline reporting, but numbers speak volumes about capability, competence and dependability. Today, more than 24 million employees worldwide rely on The Network for reporting services.

REAL-TIME INTEGRITY
CHECKS ENSURE THAT
EACH REPORT IS
COMPLETE, ACCURATE
AND COMPLIANT WITH
THE REQUIREMENTS YOU
ESTABLISH.



ReportLine®

NetClaim™

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