

Clarios Case Study

How GAN helped Clarios make it easy for its employees to always do the right thing.

The Summary

GAN Integrity is reinventing the way compliance teams manage critical processes. Our goal was to expand the limited bandwidth of Clarios's ethics and compliance resources by providing a tool that increases team efficiency and amplifies Clarios' *future focused mission to power progress*. Observed through a compliance lens of "It's not just what we do, it's how we do it," the values of Clarios are reflected in everything they do.

The Problem

Building a strong and robust ethical culture at Clarios is the most important task the company's compliance team focuses on. Finding a tool that facilitates the day to day activity related to reporting, investigations and the management of cases has been the biggest driver behind moving to the GAN Integrity Investigations platform.

The Solution: Choosing GAN Integrity

Ms. Spanic provided a high-level overview of her decision to select GAN for Clarios' case management tool as a means of improving the reporting and investigations experience amongst employees, and more specifically, her compliance team. Impressed with the platform's level of intuitiveness and ease of use, Ms Spanic could see the potential of the tool in increasing efficiency of her team's limited resources.



The other piece that I really liked about GAN, related to the investigations and the case management, was that it was pretty simple and straightforward. For a company like ours, which is a manufacturing company, we're averaging somewhere between 20 and 30 cases coming in a month. We don't need a lot of complexity. We need it to be pretty simple, straightforward, and easy to use. And that was one of the things that really appealed to me about GAN.

— Deborah Spanic

Chief Ethics and Compliance Officer for Clarios



Using the investigations case management module and the remediation module multiple times a day, Global Compliance Director, Clarke Warren was also attracted to GAN's technology first and innovation obsessed standard. He noted GAN's tool was easier and more responsive than other case management tools and platforms he used in the past, saying:



When we try to make it more complex, it gets harder to use; and we lose sight of what it is we're really trying to do, which is to have a tool that can guide us through a case well, allow us to document it very well, and make it easy for multiple people to use. GAN does that.

— Clarke Warren,
Global Compliance Director for Clarios



The Result



Streamlines data collection and increases administrative ease

Clarios is an international organization with limited investigative resources, so an easy-to-navigate investigations tool transcends language, time, and space. With HQ actively engaged in supporting decentralized teams, Clarios appreciates processes that achieve business goals, deconstruct boundaries, and are easy to follow. The team highlighted that the platform:

- Provides structure of an investigation.
- Automatically keeps a record of the documentation.
- Logs investigative progress.
- Serves as a workflow guide that includes substantive remediation.



Strengthens communication and compliance

Leveraging GAN's platform, Clarios is able to constantly strengthen their "speak up" culture. It helped the team:

- Support employees who don't feel safe reporting through a helpline.
- Allow employees to report directly — anonymously if they wish — through the platform.
- Create leader ownership of compliance.
- Allow managers to log formal complaints made to them by their direct reports.



Empowers others to do the right thing

Thanks to a centralized reporting and investigations tool as well as a sophisticated role-based access and governance infrastructure, the team have been able to:

- Decentralize the case management process.
- Establish a consistent and meaningful escalation and delegation process.
- Ensure that every concern is appropriately addressed by the right stakeholders.
- Constantly maintain an overview of all reports logged into the platform.
- Collaborate all the while ensuring that sensitive data is never compromised.



Centralize compliance processes, risks, and insights

One of the long-term impacts of using the GAN platform is the ability to connect your entire compliance program with a single integrated compliance solution that centralizes every compliance process, every risk, and every mitigation effort in one place.

As the platform's integrated reporting and analytics tool, GANalytics, empowers the compliance team with an array of data visualizations and tailored dashboards for measuring the impact the speak up program and keep track of performance, the compliance team at Clarios can focus on what really matters; enhancing corporate culture instead of spending time navigating complex and clunky technology.

Additional benefits of moving to GAN

Clarios highlighted a number of benefits from using the GAN Integrity's case management including:



Ease of Use and Flexibility

Initial emotions towards the platform include that it was easy to use, intuitive for employees and management, as well as easy and straightforward. Key to that is the platform's ability to adjust processes in order to meet a company's changing needs.

Jill Stenseth, Senior Program Manager, Ethics and Compliance for Clarios commented on the flexibility of the platform, highlighting configurability of the reporting experience and taking the example of the GAN intake form that users interact with in order to submit a concern to Clarios, saying:



I will say that GAN's intake form is awesome, and I always have good feedback from people who are using it, especially our other managers who want to submit on somebody else's behalf. It's really easy to use. Any changes that we've ever wanted have been simple and quick, so I think that's phenomenal.

— Jill Stenseth

Senior Program Manager, Ethics and Compliance for Clarios



Excellent Support Service

Ms. Spanic goes into further detail on the weight GAN gives to the partnership established with its customers and how that is a clear differentiator from other compliance technology vendors in the space. She notes:



Your tvt and your responsiveness. Your willingness to listen to and act on feedback is fantastic.

— Deborah Spanic,
Chief Ethics and Compliance Officer for Clarios



In the same vein, Mr. Warren goes on to speak about GAN's commitment to support its customers saying:



I feel like it's more of a partnership when those things are taken seriously and acted upon. The customer support, the proactive reaching out for feedback, the acknowledgement of the feedback, the actions taken to try to address that feedback, and then sticking to ease of use. Those are the things that I appreciate about GAN.

— Clarke Warren
Global Compliance Director for Clarios

Powering the Future of Decision-Making:

On a last note, Deborah Spanic, Chief Ethics and Compliance Officer for Clarios, stressed that the integrated compliance management approach that GAN offers truly allows users to take data analytics to a next level. When you can integrate case management input as well as that from other processes such as conflicts of interest, gifts, risk and other, users can truly revolutionize analytics, tracking, and measurements for ethics and compliance within the company.

GANis focused on making sure that doing the right thing is always the easy thing. GAN's aim is to build the best, most efficient, flexible, simple, and easy-to-use tool that allows companies like Clarios to be as efficient as possible. This affords additional opportunities to care for their people by enhancing their culture while powering progress with a clear vision of the road ahead.



Book a demo, visit ganintegrity.com | info@ganintegrity.com

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