

CASE STUDY

SONOVA

At a glance

Faced with increasing regulatory requirements and geopolitical risks, Sonova had insufficient resources to effectively manage and monitor the risks and regulations impacting its third-party relationships around the world.

To complete a simple due diligence process, Sonova relied on manual emails travelling between requesters, compliance, and third-parties - and it became increasingly difficult to manage. Crucial documents took too long to create and were often filed in different locations making them hard to track. It was apparent that Sonova needed an effective solution to manage its third-party risk, and one that was secure, flexible, and cost-effective.

Ethixbase360 worked with Sonova's management team to devise a solution that transformed the company's efficiency in due diligence processes and third-party risk management. The result was a customised solution that streamlines Sonova's third-party risk management from start to finish - all while keeping information updated and organised whilst third-party risk is monitored on an ongoing basis.

Background

Headquartered in Switzerland, Sonova is one of the world's largest manufacturers and suppliers of medical devices, specialising in innovative hearing care solutions, including hearing aids, cochlear implants,

wireless communication products, digital solutions, and professional audiological care.

Founded in 1947, Sonova is present in over 100 countries across the globe, has a workforce of over 14,000 dedicated employees and generated sales of CHF 2.6 billion in the financial year 2020/21. Across all its businesses, Sonova pursues its vision of a world where everyone enjoys the delight of hearing and therefore lives a life without limitations.

Challenges

Third-party management can be fraught with complications, especially when working with thousands of third-parties and employees that communicate across many countries and speak diverse languages.

For Sonova, the most obvious compliance challenge began with how due diligence documents were being managed and documented, and how its third-party risks were being monitored on an ongoing basis.

Travelling back and forth between the various requestors, the compliance team, and third-parties meant that documents were grossly delayed and falling between the cracks in a print-scan-sign procedure that was rarely a priority for non compliance personnel. "We realised that the process needed to be reshaped." Deepa Vijayan, Senior Director, Global Head of Compliance and Data Privacy, Sonova

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It was easy for things to get overlooked and become buried in mountains of data, which made it difficult to maintain, aggregate, and report on. The fragmented governance of third-party relationships through disconnected silos presented the company with many challenges. Reactive, document-centric and manual processes fail to actively manage risk and compliance in the context of the third-party relationship and broader organisation strategy and performance.

Ultimately, it was a very inefficient process, sometimes taking as long as three months to complete, and Sonova's compliance team knew they had to do something about it.

Solution

Ethixbase360 worked with Sonova's management team to discuss potential strategies; and within just a few months, a fruitful partnership began to form. It was clear that a secure, configurable solution was needed, and that Ethixbase360 could both automate and simplify Sonova's processes through its market-leading end-to-end third-party risk management platform.

Utilising Ethixbase360's platform to screen and conduct due diligence on all of its distributors and third-parties before doing business, as well as conducting due diligence on stakeholders and false positive remediation roll out was successful.

It was a game changer. A fundamental shift that saved Sonova both time and manpower. With 100 users on the platform across 40 countries, Ethixbase360's platform made the Sonova's due diligence process simple and accessible.

To remain ahead of the game, Sonova deployed a specialised due diligence questionnaire (DDQ) to send to its suppliers, which is a key initiative in protecting the company and documenting evidence should anything go wrong.

With these changes, Sonova is pleased with its partnership with Ethixbase360, which includes weekly calls with a single point of contact that talks through its ongoing requests. "It's a good gathering point for all the functionalities, the service level, the interaction, and general helpfulness," shares Deepa.

Outcome

By choosing Ethixbase360, Sonova has benefited from:

- › End-to-end third-party risk management.
- › Fewer things slipping through the cracks or being lost or forgotten.
- › Overall reduction in risk in third party relationships.
- › Quick identification of non-compliances.
- › A peace of mind.

"We get the feeling that we are making decisions with a broader scope of knowledge now," says Deepa.

Before their partnership, Sonova had a clear policy and strong processes in place but using Ethixbase360's third-party compliance platform, it's due diligence has been transformed - with processes much faster, efficient, secure than before and as a result, far more influential.

Sonova's management team has also been able to make better decisions, all while creating a paper trail, that's only a click or two away, should legal ever require proof of documentation.

If you would like to see a demonstration of the Ethixbase360 Third-Party Risk Management Platform, please contact marketing@ethixbase360.com



"Ethixbase360 is taking responsibility of the administration for us. We are just coming to the table to make the decision."

—Deepa Vijayan, Senior Director, Global Head of Compliance and Data Privacy, Sonova



To learn more about the capabilities of Ethixbase360's third-party risk management solutions, [get in touch](#) with Ethixbase360 or [request a demo](#).



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About Ethixbase360

Ethixbase360 is a value-chain sustainability solutions business that delivers robust technology and data analytics to assist corporations and third parties in creating and maintaining sustainable business practices. We create the most intuitive, robust, and configurable platform to help firms globally elevate their third-party supply chain in the areas of anti-corruption, human rights, environment, and labor. [Contact us today for more information](#).