



Edwards

CASE STUDY



Edwards Lifesciences are global-leaders in patient-focused medical innovations for structural heart disease.

 **Industry** – Medical Devices

 **Annual Revenue** – \$6Billion+

 **Geographies** – Worldwide



“Ethixbase360 really listens. The team work with us to understand our program goals and help us to achieve them.”

Hazel Rhee

Global Compliance Operations Director, Edwards Lifesciences

Following rapid business growth, the company was struggling with regionalized compliance processes and disparate systems.

Given the nature of their business, which is vulnerable to bribery risk, and their rapidly expanding global footprint, they needed an anti-bribery partner who could support their initiatives to drive good governance, help mitigate third-party risk and facilitate global consistency and data driven insights for better decision-making.

Initial TPRM Challenges

- Rapid business growth led to regionalized processes and disparate systems with lack of global consistency and standardization
- Disengaged previous due diligence provider was unable to provide subject matter expertise in assessing third-party risk which was necessary for building an effective risk-based program
- Lean but robust and skilled internal compliance team who could benefit from increased efficiencies and automation

TPRM Objectives

- A platform to support internal initiatives to implement good governance and consistent global standards
- Formalized and well documented risk-based due diligence program
- Increased access to key third-party datapoints – from risk assessment, to questionnaire responses and due diligence results at scale to analyze risk and uncover trends internally
- Enhance business efficiency with API integration

Watch the video



Hazel Polka, Senior Director Global Ethics & Compliance, Edwards Lifesciences



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Benefits



Efficiency

"We wanted to be able to use an API from our intake to the actual due diligence platform and have a risk assessment to trigger commensurate due diligence," said Hazel. "Introducing this integration has shortened our intake time by 1-2 days".



Risk Assessment

"One of our main reasons for seeking an alternate solution was third party risk assessment. It was really challenging to find someone who could speak to that need [at the previous provider]. With Ethixbase360 we appreciate being able to benchmark against how other clients are conducting third-party risk assessments and the resulting risk-based workflows," said Hazel Rhee



Partnership

Edwards appreciates the level of engagement with Ethixbase360. "Ethixbase360 really listens, the roadmap has been responsive to our needs and the solutions delivery team have been relentless in finding us the best solutions," said Hazel.

"Our experience with the solutions delivery team has been really great. We rated Ethixbase360 10/10 for our implementation. I'm really excited about continuing to work with Ethixbase360."

Hazel Rhee

Global Compliance Operations Director, Edwards Lifesciences

To find out more about how Ethixbase360 can help to support your organisation's Anti-Bribery & Corruption and Third-Party Risk Management please visit Ethixbase360.com



Ethixbase360 TPRM Platform Deployed Capabilities

Configured Risk Assessment

Instant Due Diligence Sanctions Screening & Monitoring

Instant Due Diligence PLUS Sanctions, Adverse Media and PEP Screening & Monitoring

Configured Anti-Bribery & Corruption Questionnaire - 7 languages

Enhanced Due Diligence Standard & Premium

Configured Environmental Health & Safety Questionnaire - 7 languages

Moderate Workflow

API

Single Sign On