

# Boosting Audit Efficiency and Information Sharing in a Global Network

## Background

An international healthcare company headquartered in the U.K., with a purpose of helping people live longer, healthier, happier lives, served over 38 million customers and employed 84,000 people around the world. The company's ambition was to be the world's most customer-centric healthcare provider, offering health insurance, health provision services, digital healthcare, and operating clinics, dental centers, hospitals, and senior care services in various countries, including Australia, the U.K., and Spain.

For the Group Internal Audit team, comprised of nearly 100 individuals across Asia Pacific, Europe, Latin America, and the U.K., efficiency in audit practices and information sharing was integral to the function's success. The team completed nearly 200 audits annually, identifying opportunities to improve control effectiveness and outlining remedial actions for management as necessary.



The company recognized challenges in the efficiency of its auditing processes and its ability to share information across a global network of employees with varying digital permissions and access. As the audit function expanded internationally, key process challenges included:

- **Workflow** – Prior to the partnership with SAI360, internal audit processes were completed manually and often shared inefficiently via email across the organization. This manual approach left room for mistakes and extended the timeline for audit completion. Extensive documentation, including data files, spreadsheets, department information, and results, were included in each audit and shared via email, making it inefficient to track key information.
- **Policies and Procedures** – Without a centralized hub for storing and sharing information, there was no single source of truth for the audit process and results. This made it harder to accurately report and demonstrate compliance with relevant standards and regulations.
- **Information Sharing** – Collaborating across an expansive geographic footprint and within several departments meant sending documents via email, without a way for multiple members of the internal audit team to cross-check audits and documentation, creating a silo of information that was not readily available to the company. This lack of a centralized info hub led to less collaboration within the internal audit department and contributed to inefficiencies in sharing best practices across the wider global team.

## SAI360's Partnership

The company first partnered with SAI360 in 2015, seeking a comprehensive solution to improve their audit process. After careful evaluation of the challenges, they collaborated on improvements to current operations.

## How SAI360 Delivered

Through constructive and transparent conversations with dedicated Customer Success and Account Managers, the company and SAI360 focused on offerings that made sense for the healthcare company's internal audit team. The key issues that initially prevented the internal audit team from being as efficient as they could be primarily revolved around communication and collaboration. SAI360's Account Manager, along with the Customer Success Manager, ensured that this was a priority. SAI360's collaboration resulted in:

- **Single-Source Reporting** – With SAI360, the internal team had its data and audits centralized in one secure location. This made a significant difference within the company, allowing team members from around the globe to share their own best practices more easily when it came to auditing and remaining on top of compliance.
- **Auditing Automation** – While the team manually input the audits, SAI360's system collated all that information, allowing team members to shift focus faster than before.

## As an internal audit and compliance specialist, SAI360 was able to offer:

- **Centralized Hub** – Clients gain access to a centralized repository where their different teams can store and access shared documents, audit reports, and action plans.
- **Responsive customer service** – On a day-to-day basis SAI360 offers clients support desks that can quickly respond to issues with system performance as well as a dedicated Account Manager and Customer Success Manager who hosts monthly success meetings.
- **Temperature Checks** – SAI360 provides clients with information on how its customers are using the company's product suite and where these organizations are getting more value.
- **Configurable Reports** – Customers can access a real-time status of their audit program through configurable reports and dashboards and integrate the solution into other reporting tools.

- **Enhanced reporting** – Audits within SAI360’s system could be monitored in real-time, with access to configurable reports and dashboards. This made adjustments easy and gave the company the freedom to adapt this system to other parts of the organization.
- **Robust meeting and customer service schedule** – SAI360’s Account Manager and Customer Success Manager worked directly with the internal audit team, meeting each month to examine where the company was gaining or losing value with its application of the system.
- **Quarterly planning** – The company and SAI360 continued to work together to see how the Audit department might benefit the most from SAI360’s compliance and audit expertise.

For the Head of Operations for the internal audit team, SAI360’s communication was a key feature of the relationship, especially with regard to deciding which solutions in the product suite worked best for the team. A focus on efficiency led SAI360 to share, via temperature check meetings, what had worked for its other clients, what might not work, and where the company could find the most value.

In addition, the Customer Success Manager was available as day-to-day operations issues arose, working with the Account Manager to ensure success in every area. As the company told us, “Our Customer Success Manager had an excellent response time, as did the service desk. They kept us very well updated on their productivity and progress on day-to-day incidents. Our Customer Success Manager was our lifeline if we needed to report anything, and they were very quick to escalate issues internally and externally to ensure everything ran smoothly, daily.”

The changes within the internal audit team brought on by this relationship were just the beginning. The team actively explored with colleagues from other lines of defense how SAI360’s system could improve their own operations. Managing risk and compliance with SAI360’s help became part of the roadmap as the two worked together to get the most value from the SAI360 platform.

## Our unified approach to risk sets us apart

Today’s complex risk landscape demands more. SAI360 leads the way with an integrated GRC platform and Learning solution that spans the entire risk and compliance spectrum.

### Risk Management Solutions

- Risk & Compliance Management Solutions
- Enterprise & Operational Risk Management
- Regulatory Compliance
- Policy Management
- Third-Party / Vendor Risk Management
- Internal Controls
- Internal Audit
- Incident Management
- Conflicts of Interest (COI)
- Gifts and Hospitality
- IT & Cybersecurity
- Business Continuity Management

### Ethics & Compliance Learning Solutions

- Anti-Bribery & Anti-Corruption
- Competition & Anti-Trust
- Conflicts of Interest
- Data Protection & Privacy
- Exports, Imports & Trade Compliance
- Harassment & Discrimination