



CASE STUDY

LifeScan Invests in Automation and Digital Transformation



Case IQ

*Lextegrity was acquired by Case IQ in 2025 and is now offered as an end-to-end suite of compliance tools.

THE NEED

LifeScan is a world leader in blood glucose monitoring. More than 20 million patients across 90 countries depend on the company's products to help them manage diabetes.

As part of its divestiture from Johnson & Johnson, LifeScan sought a stand-alone compliance management system with the ability to:

- Be implemented and deployed globally in a short time period
- Support a dynamic workflow
- Capture fair market value in connection with HCP engagements

INDUSTRY

Medical Devices

USE CASES

- Customizable Approval Logic
- Off-the-shelf Solution
- Rapid Deployment

BUSINESS ISSUE

As part of its divestiture from Johnson & Johnson, LifeScan sought a stand-alone compliance management system that could be deployed globally, support dynamic workflows, and capture FMV for HCP engagements.

THE SOLUTION

LifeScan partnered with Case IQ to implement its Approvals & Disclosures software in less than 90 days. LifeScan chose Case IQ's software solution because the software:

- Was available off-the-shelf in multiple languages and could be up and running in every country where LifeScan conducts business in a short period of time
- Provided key functionality such as complex approval logic, built-in screening and robust reporting
- Was user-friendly and intuitive, and could be socialized throughout the company in a matter of weeks

"We found Lextegrity, which allows us to provide the application in 13 languages, use it in every country, and manage HCP engagements, external funding, and much more. But most importantly, this was an off-the-shelf product that we were able to implement quickly."

Kate Kiesel

Global Health Care Compliance Officer



Digital Transformation During COVID

We asked LifeScan how COVID has impacted the Compliance function.

"I think it is safe to say we are all being asked to do much more with the same resources, or fewer. That goes for the business too. On top of that, everything is remote. So we are extremely fortunate to have made these investments in automation and digitalization when we did. I am having a hard time imagining doing our work efficiently right now without the level of automation that we have because of Lextegrity."

Kate Kiesel

Global Health Care Compliance Officer


THE RESULTS

LifeScan's implementation of Case IQ's Approvals & Disclosures software has provided compliance and the business visibility into certain of the company's higher-risk activities.

Smart workflows and approval logic enable the appropriate business employees and functions to view aggregate spend on HCPs and other organizations at a country-level, and workflow requests can be updated by the business as needed.

Integrated screening runs automated sanctions, watchlist and adverse media checks on recipients of spend and allows users to adjudicate potential matches directly in the application.

Robust reporting provides key insights and transparency to the compliance function and management in real-time.



"Lextegrity's tools have allowed us to really leapfrog old ways of doing things without a tremendous amount of effort. The complex approval logic has helped us to manage aggregate spend and escalate to certain approvers. The management team at LifeScan is very impressed with the transparency that this tool provides and the ability for us to assess risk."

Kate Kiesel
Global Health Care Compliance Officer

ABOUT LIFESCAN

LifeScan is a global leader in blood glucose monitoring and digital health technology and has a vision to create a world without limits for people with diabetes and related conditions. More than 20 million people and their caregivers around the world count on LifeScan's OneTouch brand products to manage their diabetes. Together, LifeScan and OneTouch improve the quality of life for people with diabetes with products and digital platforms defined by simplicity, accuracy, and trust.

ABOUT CASE IQ

Case IQ offers an end-to-end compliance and case management solution that consolidates compliance monitoring, whistleblower solutions, third-party risk oversight, investigative case management and compliance approval and disclosures workflows. Lextegrity was acquired by Case IQ in 2025 and is now offered as an end-to-end suite of compliance tools.

Case IQ

**Learn how Case IQ can help you
achieve end-to-end compliance
with confidence.**

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