

Case IQ

CASE STUDY

ABB Implements Case IQ's Workflow Solution to Support Its Compliance Approval Process Transformation



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THE NEED

ABB, a global technology leader in electrification and automation, sought to replace a legacy compliance approval workflow technology with a more flexible, user-friendly, and modern application for over 105,000 employees globally.

ABB's goal was to transform its compliance approval process to (a) better allocate approver responsibilities between the business and the Legal & Integrity function, (b) provide approvers with more objective risk-based criteria with which to make approval decisions, and (c) provide end-users a significantly improved user experience to promote increased acceptance of the overall process.

THE SOLUTION

ABB ultimately implemented Case IQ's* Approvals & Disclosures software to centrally manage all global compliance approvals across giving and receiving gifts, travel and hospitality, donations and sponsorships, and conflicts of interest in one solution. The software enabled ABB to have customized risk-based approval logic for each workflow to ensure that approval responsibilities could be fine-tuned between the business and the Legal & Integrity function, based on responses to questions or specific monetary thresholds at an item or aggregate level (e.g., a meal over a certain monetary amount for an individual or overall support over an aggregate monetary amount for that individual year-to-date). The software also provided a mobile-friendly and intuitive interface for a large number of global users across a varied set of ABB businesses, including features such as automated currency conversion and user collaboration.

INDUSTRY

Industrial Technology

USE CASES

- Global Compliance
- Customized Approval Workflows
- Conflicts of Interest
- Gifts, Travel & Hospitality
- Donations & Sponsorships

BUSINESS ISSUE

ABB sought to use intelligent technology to transform their compliance approval processes globally while providing their users with a more modern, intuitive, and powerful workflow tool to manage their day-to-day activities.

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



"Lextegrity's software is an advanced and rigorous compliance technology that complements our decentralized and dynamic business operating model. Their technology helped us operationalize our enhanced compliance approval process in a way that drives business ownership and accountability for these activities, while reserving Legal & Integrity intervention for activities that present higher risk. Its ease-of-use was essential to gain buy-in from our business colleagues, and it has been very well received internally as a global solution for ABB."

Roland de Wit

Vice President, Group Head of Integrity Operations,
Legal & Integrity

THE RESULTS

Case IQ's intelligent risk-based approval logic enabled ABB to move business managers to the forefront of the decision-making process and escalate requests to the Legal & Integrity function when certain higher-risk factors were present in approval requests. This transformation has embedded compliance controls further into ABB's business while enabling Legal & Integrity personnel to focus more effectively on those requests needing the most attention.

Case IQ's software has also provided Legal & Integrity with more powerful reporting and visibility into requests and risks across the company. The Case IQ software has provided clear traceability of the support ABB provides to third parties as well as trends in high-risk areas, particularly around individual government officials, charities and other counterparties. The software also provided enhanced collaboration capabilities between submitter users and among approvers, including out-of-office approval delegation and the ability to communicate directly in the platform without needing separate emails.

Case IQ's workflows also enable enhanced management of international events, in that it allowed multiple counterparties, such as government officials, to be added to one event from multiple countries, while supporting different approval logic per counterparty based on risk.

ABOUT ABB

ABB is a technology leader in electrification and automation, enabling a more sustainable and resource-efficient future. The company's solutions connect engineering know-how and software to optimize how things are manufactured, moved, powered, and operated. Building on over 140 years of excellence, ABB's more than 105,000 employees are committed to driving innovations that accelerate industrial transformation. www.abb.com

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 more

Request a demo today or explore how Case IQ can streamline your processes. Visit www.caseiq.com or scan the QR code.

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