

Case IQ

CASE STUDY

Implementing a Comprehensive Global Compliance Approval Solution at Cordis

Cordis[®]

WWW.CASEIQ.COM



THE NEED

After being spun off from Cardinal Health in 2021, Cordis needed to create its own compliance processes around healthcare professional (HCP) engagements, external funding, and third-party management. For HCP engagements, the company used a legacy aggregate spend software provider, which had not innovated with sufficient speed, was lacking in support, and required an FTE to manage day-to-day issues. This left the Cordis compliance team and business teammates constantly frustrated. The legacy platform's workflow could not manage the complexities of Cordis's global engagements and provided poor reporting and analytics capabilities. Cordis could no longer afford the cost in the form of time spent by teammates with problems, slow system response, and manual workarounds.

In addition to replacing the legacy HCP engagement tool, Cordis, recognizing the movement of the compliance community toward better use of real-time data to monitor the effectiveness of compliance programs, needed to implement additional functionality to enable more effective third-party diligence and real-time compliance monitoring.

INDUSTRY

Medical Devices

USE CASES

- Compliance Analytics
- Compliance Monitoring
- Global Compliance
- Customized Approval Workflows
- HCP Engagements

BUSINESS ISSUE

After being spun off from Cardinal Health in 2021, Cordis was required to create its own compliance processes, controls, and systems. Its legacy software for managing HCP engagements was outdated and frustrated both compliance and business users globally.

THE SOLUTION

The first phase involved implementing Case IQ's* Approvals and Disclosures software to enhance Cordis' HCP engagements and external funding workflow processes. Case IQ provided Cordis with baseline content for both of those workflows, which Cordis customized and right-sized to be company-specific. The content was also translated into 11 global languages to make the platform more user-friendly to Cordis's global team.

Case IQ's platform supported complex approval logic and questionnaire logic, including adding optional approvers if a region has additional approval requirements. Cordis also consolidated different regional questionnaire requirements into one workflow, where depending on the region selected, customized questions appear.



Lextegrity's focus and dedication to the launch of the Cordis Integrity Gateway enabled us to transition away from our legacy system and enhance our compliance program and controls. The team helped us through the initial teething issues and the final product, when launched, received very positive feedback from teammates all around the world for its intuitive design and user friendliness."

Gareth Lee
Chief Compliance Officer

THE RESULTS

The software was launched successfully in stages across the world. The system is easily understood by users thanks to its intuitive design and was well received compared to their legacy platform. The software has made Cordis's new standalone compliance program more efficient, more effective, and more positively perceived by their global teammates. A number of innovations in Case IQ's Approvals and Disclosures software made the approval workflow process more flexible and better suited to the business realities facing Cordis users while providing reporting and analytics for the compliance team.

After successfully deploying the Approvals & Disclosure software to their global user base, Cordis began implementing Case IQ's Third-Party Management and Compliance Monitoring software.

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

ABOUT CORDIS

Cordis is a worldwide leader in the development and manufacturing of interventional cardiovascular technologies with a more than 60-year history of pioneering breakthrough therapies to treat millions of patients. With a reputation for clinical acumen, training, and service, Cordis established a legacy of innovation in high-quality and minimally invasive cardiovascular products and built a strong global footprint with operations in more than 60 countries around the world.

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.

sales@caseiq.com | (800) 465-6089

