

CASE STUDY

A Scalable Analytics Program Targeting Employee Expenses and Transfers of Value to HCPs at Olympus Corporation

THE NEED

Prior to engaging with Case IQ*, Olympus Corporation of the Americas (“OCA”) analyzed employee expense transactions involving Healthcare Professionals (HCPs) using data extracts, desktop analytic software, and basic visualizations, with the goal of identifying policy violations related to transfers of value to HCPs. However, this approach was not scalable for a lean team, as it took much effort to enhance the programmatic rules for new risks and changes to policy and process. Furthermore, the approach did not allow for robust reporting and efficient workflow.

As OCA emerged from settlement agreements with the government, they needed a system to sustain the current processes and to expand their oversight and programmatic monitoring coverage, especially as the company underwent a significant strategic transformation to become a pure med tech company.

INDUSTRY

Medical Device

USE CASES

- Risk Mitigation
- Risk Aggregation
- Data Visualization
- HCP/HCO Risk Management
- HCP Aggregate Spend Management

BUSINESS ISSUE

OCA sought a software solution to advance their monitoring program to reduce risk and timely detect possible anomalies.

THE SOLUTION

OCA specifically sought a scalable, low maintenance SaaS software platform that could meet its requirements around HCP monitoring and reporting. They chose Case IQ’s Compliance Monitoring solution as it was a fit-for-purpose tool for ingesting the required Concur expense reporting data and applying out-of-the-box analytics to detect highrisk expenses. Case IQ’s experience with life science and medical device companies and the fact that the software had been implemented in similar situations before enforcement agencies, including helping to secure a DOJ declination, provided further validation of Case IQ’s approach and the quality of their product.

OCA implemented Case IQ’s employee spend monitoring module to monitor all employee expenses, with a particular focus on expenses involving HCPs in the U.S., Canada, and Latin America, where those HCPs might also be considered government officials. The solution provided OCA with numerous behavioral, statistical, and policy-based analyses which they could further configure to their risk profile, in addition to being able to create additional custom analyses directly through the software.

A few highlights of the new monitoring capabilities that OCA unlocked with Case IQ’s software include:

- Automatically risk-scoring 100% of expenses from Concur and escalating those of highest risk for targeted review

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

- Searching transaction fields, including report titles, business purpose, and comments, for high-risk keywords and phrases selected by the Company
- Correlating transaction details to identify duplicate or split spending that might violate company policies
- Identifying the number and volume of transactions that are approaching established policy thresholds
- Identifying higher volumes of interactions with HCPs that may be indicative of risk
- Identifying expenses where HCPs may not have been properly classified as attendees using healthcare relevant terms, to help ensure HCP transparency reporting is accurate
- Triggering heightened scrutiny for HCP expenses in specific U.S. states

Importantly, Case IQ's no-code analytics interface allowed the OCA compliance team to customize their analytics without any IT support. The expense types from Concur are prepopulated, allowing them to select, add, or modify fields for each analysis and adjust the risk scoring in real-time. In addition, to support the review process, receipts and Concur report images can be viewed directly in the data analytics platform. OCA has also been able to provide feedback to Case IQ that has led to concrete product enhancements.

"I would not be able to expand coverage in our monitoring and testing program without the use of the data analytics tool Lextegrity provides."

Melissa Kaschak

Americas ERM and Compliance Operations

THE RESULTS

Case IQ's Compliance Monitoring software has provided OCA's Compliance team with a more effective and efficient approach to monitoring. It has provided broader and deeper coverage into OCA's transactional data while reducing the effort expended by the team to manage the data and generate those insights.

Case IQ's risk-scoring engine, as well as its dashboard visualizations, has helped Compliance identify risk anomalies across all of OCA's Concur data. In addition to risk outliers, the software has enabled Compliance to alert the business to transactions which bypassed established internal processes or limits. For instance, pinpointing and then decreasing future occurrences where procedures were not adhered to revealed potential cost-saving opportunities for the Company while also minimizing risk. In addition to those policy violations, the software has also helped OCA identify areas of HCP spend that could potentially implicate state regulations or reporting obligations.

The software provides reassurance to the Compliance program, in that follow-up steps, including

remediation, can be documented directly within the platform so that it can be easily accessed in the future if needed. Furthermore, the software's dashboards can be distributed among stakeholders to enhance awareness of trends and anomalies.

Most importantly, Compliance can efficiently correlate the preventative compliance program elements such as training, communications, policies, and advice, with the outcomes from testing, monitoring, and investigations. Therefore, Compliance can be confident they are focusing on high-impact, high priority areas.

ABOUT OLYMPUS CORPORATION OF THE AMERICAS

As a leading medical technology company, Olympus's Medical business uses innovative capabilities in medical technology and precision manufacturing to deliver advanced diagnostic, therapeutic, and minimally invasive procedures to healthcare professionals. Their solutions can help improve clinical outcomes, reduce overall costs, and enhance the quality of life for patients. Olympus's Medical portfolio includes endoscopes, laparoscopes, and video imaging systems, as well as system integration solutions, medical services, and a wide range of endotherapy instruments that help prevent, detect, and treat disease.

To learn more, visit www.olympusamerica.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.

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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