



CASE STUDY

Implementing a Consolidated Global Platform for Compliance Workflows at a Global Biotechnology Company

Case IQ

THE NEED

A global biotechnology company had multiple compliance approval processes for engaging healthcare professionals (HCPs), patients, and government officials, providing meeting support, disclosing conflicts of interest, managing third-party engagements, and requesting approvals for charitable contributions and grants. Many of these workflows and approval processes were manual or paper-based, and were different for US and ex-US markets. The company had a small compliance team and was looking for a holistic technology solution to automate these workflow and approval processes across its global organization.

The company wanted to manage highly detailed and targeted compliance questionnaires within a single platform, while also integrating fair market value (FMV) rates and applying highly sensitive risk-based approval logic. In addition, the company wanted a platform that could be available across devices and that could also integrate the assessment process with its contract management system.

INDUSTRY

Biotechnology

USE CASES

- Complex Approval Workflows
- HCP Engagements
- Fair Market Value
- Questionnaire Branching Logic
- Aggregate Spend Tracking

BUSINESS ISSUE

A global biotechnology company focused on discovering, developing, and delivering high-quality medicines for people living with rare metabolic diseases.

THE SOLUTION

The company implemented the Case IQ's* Approvals and Disclosures software to create one consolidated global platform for managing eleven separate compliance workflow processes. Using Case IQ's highly sophisticated branching logic, the company combined multiple questionnaires, particularly separate US and ex-US questionnaires. The software enabled the company to consolidate all of the necessary data input points for global HCP engagements into one workflow. The company then implemented branching logic driven by data inputs in the questionnaire, enabling them to surface questions specific to each engagement's characteristics, such as the region of activity.

The company was also highly interested in adding cross-border approvers to review specific HCPs from countries with heightened local legal restrictions, such as the UK. The Case IQ Approvals and Disclosures software's powerful approval logic allowed the company to build highly sensitive risk-based approval logic. The complex logic ensures appropriate review of approval workflows while minimizing the burden on the business and compliance users, focusing their

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

effort on only the highest risk requests.

Case IQ's Approvals and Disclosures software also supported several additional requirements, including automating the calculation of fair market value and data integration capabilities with the company's contract management system, enabling HCP engagements to flow directly into the legal contract management platform. Case IQ's software also automatically calculates and displays the aggregate amount of approved spend for an HCP to enable approvers to take that important information into consideration when making a decision to approve a new engagement, making risk management more effective and efficient.

The breadth of the implementation covered all of the company's compliance workflow needs, from conflicts of interest to engagements with HCPs, patients, government officials, and other third parties; market research; meeting, convention, and trade show support; as well as charitable contributions and grant workflows.

THE RESULTS

The company drastically improved its compliance approvals process, particularly in enabling the business to complete multiple compliance workflows in a single platform, track aggregate spend, approve individual HCPs within a broader needs assessment, and have robust reporting.

The flexibility to customize and create complex pre-approval workflows, and to centralize these workflows in a single platform, has enabled the company to address its unique risks more effectively. Because the software is user-friendly, with an intuitive interface and accessibility across devices (including mobile phones and tablets), it has been well received by the organization. The automation built into the application has saved the company time and resources, enabling compliance preapprovals to be handled more quickly and efficiently. The ability for users, including the Compliance team, to see the status of requests in a pre-approval workflow at any time means less time is spent chasing approvals. The software's robust reporting capabilities provide real-time information on the compliance program, replacing manual efforts previously required to generate reports and program metrics.

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.

Book Your Call

www.caseiq.com