








ComplianceLine vs Convercent

Executive Summary





ComplianceLine has over 20 years of experience in Ethics and Compliance management and continues to stand out for:







- **High Reliability:** With over two decades of dedicated compliance and hotline experience, ComplianceLine is uniquely positioned to meet the high specificity, customization, security, and service demands of companies and compliance teams in any industry. ComplianceLine now serves the needs of over 6 million employees around the world.
- **High Scalability:** ComplianceLine serves some of the largest and most demanding compliance institutions, including International Paper, HCA, Raytheon, Genesis HealthCare, and AT&T, and has the scalability to field volume spikes around crises and onboard large employee counts in a matter of weeks.
- **Deep Specialization:** Founded with a focus on serving the high complexity, severity, and risk-management needs of healthcare clients, ComplianceLine was built from the ground up (rather than quickly launched for Venture Capital returns). ComplianceLine provides the systems, experience, and culture to serve healthcare clients with tenacity, accountability, and servanthood.




Topic	COMPLIANCELINE	Convercent	Conclusion
Company Profile			
 Client Retention	96% with flexible, cancel anytime contracts.	98% due to contracts that lock you in and restrictive cancellation terms.	ComplianceLine continues to earn our clients' business through responsive service and collaboration rather than draconian contract terms.
 Scalability	Recently added 270,000 employees in 1-2 months; implementation in as little as 1 week.	Basic functions are reliable but adapting to specific compliance needs is expensive, slow, or untenable.	ComplianceLine is much more scalable and responsive for companies of any size.
 Total Customers	1,028	[undisclosed]	Both large, but Convercent ignores all but the largest Fortune 500 customers.
 Healthcare-capable	Serves 5 of top 6 U.S. hospitals	[undisclosed]	ComplianceLine provides more skilled, focused, and experienced reps to healthcare customers.

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 <p>Call center staff (experience, training)</p>	160 hours of live training before independent reporting; 3-7 year average tenure.	Outsourced call center, minimal training, unfamiliar with many industries; typically use inexperienced, entry-level resources that read from a prepared script.	Convercent is a software centric offering with sub-par hotline issue intake. They outsource to 2 separate calls center so you never know where your sensitive issues are being reported to.
 <p>Brand Promise</p>	ComplianceLine continually earns your business by serving your needs and helping to improve your compliance program.	They vow to be a great software company. They provide programs that look nice and leave it to you to make them work for you. Investor/internally focused rather than customer focused.	ComplianceLine is a partner that cares as much about your organization as you do. We adapt our services to the way you do business, and give you the control rather than forcing you into a rigid model.
 <p>Focus</p>	Client tenure; flexibility	Flashy software, built to demo and sell. Increased profit by restricting configuration and flexibility.	A partner who allows your needs to drive their focus makes you stronger. ComplianceLine is a partner focused on a long-term relationships with our clients.

Call Center Performance

 <p>Call quality</p>	90.3% first-pass QA check (100% sample rate)	Refuse to provide metrics (industry standard is 82.5% QA grade/5% sample rate).	Quality-first ComplianceLine processes check every report, with transparency and accountability.
 <p>Call rate</p>	2.05-4.68 calls per 100 employees (varies by company size)	Claims of 57% more reports than 2018 industry benchmarks are unsubstantiated. Lack of transparency into actual call volume numbers is concerning.	Clarity on the ComplianceLine reporting rate represents better insights, a focus on effectiveness, and a more trusted process.
 <p>Call Answering</p>	9 seconds	20 seconds	ComplianceLine prioritizes caller experience with fast, live answer, custom greetings, and no call queues or answering services.
 <p>Call Answering: approach</p>	Live answer by an actual human; Custom greeting for each company.	Call queue (elevator music), masked hold time, robotic greeting.	

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 Delivery time	126 minutes (after 100% quality review).	[undisclosed] (no commitment)	Responsiveness and clarity from ComplianceLine gives you confidence and a better culture.
 Abandonment rate	Industry-leading 0.97%.	[undisclosed] (no commitment, industry average is 10- 20%)	With a priority on not missing a critical report, ComplianceLine is dedicated to fielding each report as it comes in vs. risking frustration to callers on hold.
 Interview Style	Dynamic, customized call approach with adaptive interview and detailed directives; Use investigative techniques instead of a call script.	Stiff, restricted, scripted calls; refuse to implement issue-specific guidance outside standard process; reps don't direct the call to get at most relevant information for you.	Since a rigid script can only cover so much of the severity and complexity range, adaptive interviews from ComplianceLine are key to fast triage and substantiation.
Customer Experience			
 Service: Support	97 min avg. first response; 6.5 hr avg. time to resolution	119 min avg. response time. 96% of all support tickets resolved within 24 hours. Some take longer.	Customers report Convercent sending them to FAQs or Forums to get answers. ComplianceLine provides its clients with direct, focused attention, and clear solutions.
 Service Account Management	Dedicated, responsive, proactive Account Manager with monthly check-ins.	Difficult to get live support. Software-centric referral to their website is primary line of support. Live interaction happens during invoicing, contract renewal and up-sell opportunities.	ComplianceLine commits to your success with an intentional, distinctive focus on Account Success. Monthly customer satisfaction meetings ensure that you get your ROI.
 Service: Configuration responsiveness	Integrated, configurable, client-centric philosophy with scalable processes at several levels.	No charge for adding locations or users, but all other configuration or support incurs fees.	ComplianceLine's flexible, modular software philosophy allows significant configuration without added cost (or time!).

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 <p>Service: Custom development, responsiveness</p>	Internally developed and controlled end-to-end systems with available full-scope, client-customized instances.	Internally controlled software with restricted access and scale. Convercent prevents access to all configurations and reports. Any changes come at a cost.	With ComplianceLine's internally developed software you'll get nimble, responsive, and precise customization. Your requirements are a reality, not an impossibility.
 <p>Reporting</p>	One-click, flexible, and custom board-ready reports, as well as dashboard and scheduled reports available.	Clients cannot create or modify their own reports. Convercent will create the reports for a fee.	ComplianceLine offers a range of built-in and custom reports at no additional charge, and both specialized reporting and auxiliary analysis when you need it.
 <p>Contracts</p>	Common sense contracting; Cancel-anytime (including for convenience).	Restrictive contract terms; Cancellation penalties; Configuration fees; Data transfer fees.	ComplianceLine is focused on what's best for YOU, not what's best for US. You always have control and access to your data with CL.

What's most important to your choice in a partner, and your ultimate success as an Ethics Expert?

ComplianceLine is dedicated to delightful service, expert configuration, efficient technology, and action-enabling clarity of information. From your consideration and selection of a vendor partner to fast, easy implementation and ongoing needs over the coming years, ComplianceLine is proud to make the most caring and professional compliance leaders more effective, trusted, and confident every day. Let's continue the conversation

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