





COMPLIANCELINE




ComplianceLine vs Lighthouse

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 companies and most exacting compliance institutions, including HCA, CommonSpirit, 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 compiled through rushed M&A). ComplianceLine provides the systems, experience, and culture to serve healthcare clients with tenacity, accountability, and servanthood.





Topic	COMPLIANCELINE	LIGHTHOUSE	Conclusion
Company Profile			
 Client Retention	96% with flexible, cancel anytime contracts	[undisclosed]	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 customization is expensive, slow, and lacks the capability.	Because Lighthouse only targets low to mid-size companies, they lack the ability to adapt as a company grows. ComplianceLine's platform is scalable for any company size
 Total Customers	1,028	3,000	Both large, but Lighthouse is the "lower cost provider" that targets small companies and specializes in base level check-the-box solutions
 Healthcare-capable	Serves 5 of top 6 U.S. hospitals	No meaningful healthcare focus	ComplianceLine provides more skilled, focused, and experienced reps to healthcare customers

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 <p>Call center staff (experience, training)</p>	Internal employees, 160 hours of live training before independent reporting; 3-7 year average tenure	Outsourced call centers, does not define what operators are trained on; typically use inexperienced operators directed to read from prepared scripts	Lighthouse is a software centric offering with sub-par hotline issue intake. They outsource to 2 separate calls centers which do not specialize in compliance or reporting matters
 <p>Brand Promise</p>	'ComplianceLine C.A.R.E.S.' ComplianceLine puts money where our mouth is by continually earning your business and serving your needs (cancel anytime)	Lighthouse claims they will provide all the tools needed to reach the best outcome. But this offer is geared towards check-the-box solutions	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 as much control as you want rather than forcing you into a rigid model
 <p>Focus</p>	Client tenure; flexibility	Check-the-box solutions; keeping costs low from using unspecialized hotline services	You need a partner who will stay with you for the long term by allowing us to serve you and customize our services to your needs

Call Center Performance

 <p>Call quality</p>	90.3% first-pass QA check (100% sample rate)	Unknown (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)	The average is 1 report per 200 employees per year.	Higher reporting rate at ComplianceLine represents more professional compliance clients and a more trusted process
 <p>Call Answering</p>	8.5 seconds	9.3 seconds	ComplianceLine's operational excellence prioritizes caller experience with fast, live answers to ensure not only do not callers feel they have a space to make a report, but they feel they have been heard after the call has ended
 <p>Call Answering: approach</p>	Live answer, human greeting. We don't use call queues, voicemails, or answering services.	Call centers use call queues and phone trees	

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 Delivery time	126 minutes after 100% quality review	[undisclosed]	Similar delivery averages, with higher quality and more informative reports from CL.
 Abandonment rate	Industry-leading 0.97%	[undisclosed: industry average is 10.0-20.0%]	With a priority on not missing a critical report, ComplianceLine is dedicated to fielding each report as it comes in vs. adding 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	Restrictive, scripted calls utilizing the same 5 to 7 questions for each caller; refuse to customize issue-specific guidance outside the standard process	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. This means CL's operators are trained to think on their feet and hone in on red flags.
 Handling of healthcare, complexity	Core strength in healthcare drives familiarity, consistency, and adherence to Healthcare related processes, issues, and regulations	No specific training for handling healthcare compliance issues	By performing to the high standards and complexity of healthcare issues/clients, ComplianceLine is prepared for any HR, security, PHI, Audit, or other report.
Customer Experience			
 Support	97 min avg. first response; 6.5 hr avg. time to resolution	[unpublished]	Customers report delight in the responsiveness & attentiveness from ComplianceLine's in-house support team.
 Account Management	Dedicated, responsive, proactive Account Manager with monthly check-ins; live Account Management support when you need it.	Difficult to get live support. Software-centric referral to their website is primary line of support. Live interaction only occurs for during invoicing, contract renewal and up-sell opportunities.	We believe vendors should empower and enable Compliance professionals. ComplianceLine commits to your success with an intentional, distinctive focus on Account Success, so you beat your ROI.

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 <p>Service: Configuration responsiveness</p>	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!).
 <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. Lighthouse prevents access to all configurations and reports. 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>Case Management Tool</p>	ComplianceLine has a robust tool with a lot of features and functionality. We have automated workflows, user access controls, and can be fully configured to meet your needs.	Basic SQL query tool with a user interface. Poor reporting capabilities and lack basic functionality for managing cases. No automation, no segregation of cases, no user access controls	Both offer a case management tool, ComplianceLine's platform has been developed to be a comprehensive solution driven by our clients' needs. Lighthouse is a little more than a rudimentary spreadsheet with a clunky web interface.
 <p>Contracts</p>	Common sense contracting; Cancel-anytime; Volume-based contracts can be flexibly changed to account for growth or greater use and are monitored for proactive, no-penalty volume resizing	Cancellation penalty; Configuration & data transfer fees. Punitive volume terms, often requiring overage penalties and/or a contract change fee if customers ever get more than the planned volume	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.

sales@complianceline.com

www.complianceline.com

704-547-9000