





COMPLIANCELINE




ComplianceLine vs Navex Global

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	NAVEX	Conclusion
Company Profile			
 Client Retention	96% with flexible, cancel anytime contracts	96% with 5 year lock-in contracts 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	Slow implementation and one-size-fits-all implementation (barring significant time/cost)	Both sufficiently scalable, but ComplianceLine is more responsive
 Total Customers	1,028	Over 3,255	Both large, but Navex risks ignoring all but the largest Fortune 100 customers
 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>	160 hours of live training before independent reporting; 3-7 year average tenure	High employee churn, minimal stability, minimal training, unfamiliar with healthcare, typically use inexperienced, entry-level resources	Navex pushes to simplify and automate issue intake, and invests less in their team/culture, leaving more work for customers on issue followup
 <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)	None.	ComplianceLine is a partner that cares as much about your organization as you do. Navex sells a contract and waits for you to enforce it.
 <p>Focus</p>	Client tenure; flexibility	Profits today; rigidity	You need a partner who will stay with you for the long term.





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. Navex avoids the topic.
 <p>Call rate</p>	2.05-4.68 calls per 100 employees (varies by company size)	1.4 calls per 100 median	Higher reporting rate at ComplianceLine represents more professional compliance clients and a more trusted process.
 <p>Call Answering</p>	9 seconds	25 seconds	ComplianceLine operational excellence prioritizes caller experience with fast, live answer, vs. Navex cost-cutting at the expense of employee engagement and information gathering.
 <p>Call Answering: approach</p>	Live answer, human greeting	Call queue (elevator music), masked hold time, robotic greeting	

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 Delivery time	126 minutes after 100% quality review	Up to 6 hours	Slower delivery with Navex. CL is faster with higher quality and more informative reports.
 Abandonment rate	Industry-leading 0.97%	[unpublished: 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	Stiff, restricted, scripted calls, with an emphasis on low-quality web reports	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.
 Handling of healthcare, complexity	Core strength in healthcare drives familiarity, consistency, and adherence to Healthcare related processes, issues, and regulations	Multiple call centers (including off-shore) with high turnover limit efficacy of Healthcare specific risk guidance	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

 Service: Support	97 min avg. first response; 6.5 hr avg. time to resolution	[unpublished, widely known deficiency]	Customers report a frustrating sense of being ignored by Navex, but delight in responsive attention with ComplianceLine.
 Service: Account Management	Dedicated, responsive, proactive Account Manager with monthly check-ins	Unresponsive, other than during invoicing, contract renewal and up-sell attempts	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	Disjointed M&A-driven 'platform' restricts configuration and integration	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	Profit-centric software philosophy and restrictive scale drives resistance to customization (expensive, slow, out of scope). Acquisition code debt in various coding languages puts burden on customers and is only realized after contract is signed.	With ComplianceLine's internally developed software (vs. Navex' externally purchased) 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	Siloed reports for each product, and frustration with custom report delays	Critical for any high performing Ethics Expert, ComplianceLine offers a range of built-in and custom reports so clients can decide faster.
 <p>Contracts</p>	Common sense contracting; Cancel-anytime (including for convenience)	Weird contracts; Restrictive terms; Cancellation penalties; 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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