





ETHICO


Ethico vs Low Cost Solution

Executive Summary

Ethico 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, Ethico is uniquely positioned to meet the high specificity, customization, security, and service demands of companies and compliance teams in any industry. Ethico now serves the needs of over 6 million employees around the world.
- **High Scalability:** Ethico serves some of the largest companies and most exacting compliance institutions, including CommonSpirit Health, Genesis HealthCare, International Paper, Tekni-Plex, Fujitec America, Raytheon Technologies, Pentair, 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, Ethico was built from the ground up (rather than compiled through rushed M&A). Ethico provides the systems, experience, and culture to serve healthcare clients with tenacity, accountability, and servanthood.

Topic	ETHICO	Low Cost Solution	Conclusion
Company Profile			
 Client Retention	98% with flexible contracts	[undisclosed]	Ethico 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 3 weeks	Basic functions are reliable but customization is expensive, slow, and lacks the capability	Because the Low Cost Solution only targets low to mid-size companies, they lack the ability to adapt as a company grows. Ethico's platform is scalable for any company size
 Total Customers	1,321	3,000	Both large, but the Low Cost Solution targets small companies and specializes in base level check-the-box capabilities
 Healthcare-capable	Serves 5 of top 6 U.S. health systems	No meaningful healthcare focus	Ethico provides more skilled, focused, and experienced reps to healthcare customers



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 Call center staff (experience, training)	Internal employees, 120 hours of live training before independent reporting; 4-6 year average tenure; supervisors hold CCEPs certifications	Outsourced call centers, does not define what operators are trained on; typically use inexperienced operators directed to read from prepared scripts	The Low Cost Solution 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
 Brand Promise	'Ethico C.A.R.E.S.' Ethico puts its money where its mouth is by continually earning your business and serving your needs	The Low Cost Solution claims they will provide all the tools needed to reach the best outcome. But this offer is geared towards check-the-box technology	Ethico 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
 Focus	Servanthood, accountability, tenacity	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

 Call quality	90.3% first-pass QA check (100% sample rate)	Unknown (industry standard is 82.5% QA grade/5% sample rate)	Quality-first Ethico processes check every report, with transparency and accountability
 Call rate	2.03-6.11 calls per 100 employees (varies by company size)	The average is 1 report per 200 employees per year.	Ethico's unique intake process creates a more trusted process and callers are more willing to create reports and give better info
 Call Answering	9 seconds	9.3 seconds	Ethico'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
 Call Answering: approach	Live answer, custom greeting. No automated call queues or third party answering services.	Call centers use call queues and phone trees	

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 Delivery time	126 minutes to send, including assurance review	[undisclosed]	Similar delivery averages, with higher quality and more informative reports from Ethico.
 Abandonment rate	Industry-leading 0.8%	[unpublished: industry average is 12-20%]	With a priority on not missing a critical report, Ethico 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 Ethico are key to fast triage and substantiation. This means Ethico'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, Ethico is prepared for any HR, security, PHI, Audit, or other report.

Customer Experience

 Support	3.6 hr avg. first response; 5.6 hr avg. time to resolution	[unpublished]	Customers report delight in the responsiveness & attentiveness from Ethico's in-house support team.
 Account Management	Dedicated, responsive, proactive Account Manager with monthly/quarterly 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. Ethico 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.	Ethico's flexible, modular software philosophy allows significant configuration without added cost
 <p>Service: Custom development, responsiveness</p>	Internally developed and controlled end-to-end systems with available full-scope, client-customized instances, and full API integration	Internally controlled software with restricted access and scale. Prevents access to all configurations and reports. Changes come at a cost.	With Ethico'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>	Ethico 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, Ethico's platform has been developed to be a comprehensive solution driven by our clients' needs. The Low Cost Solution is a little more than a rudimentary spreadsheet with a clunky web interface.
 <p>Contracts</p>	Common sense contracting; 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	Ethico is focused on what's best for YOU, not what's best for US. You always have control and access to your data with Ethico.

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

Ethico 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, Ethico 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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