ETHICO

Competitor Comparison

Ethico vs Convercent/OneTrust

Executive Summary

Ethico has over 25 years of experience in Ethics and Compliance management and continues to stand out among its competitors 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 8 million employees around the world.**

HIGH SCALABILITY

Ethico serves some of the largest companies and most exacting compliance institutions, including CommonSpirit, Genesis HealthCare, and Raytheon Technologies, 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.

Company Profile

Topic	ETHICO	Convercent	Conclusion
Client Retention	98% with flexible and responsive contracts	98% due to contracts that lock you in and restrictive cancellation terms	Ethico continues to earn our clients' business through responsive service and collaboration rather than strict contract terms
Scalability	Recently added 270,000 employees in 1-2 months; Quick & communicative implementation team	Basic functions are reliable but adapting to specific compliance needs is expensive, slow, or untenable	Ethico is much more scalable and responsive for companies of any size
Total Customers	1,400	[Undisclosed]	Both large, but OneTrust ignores all but the largest Fortune 500 customers
Healthcare-Capable	Serves 5 of top 6 U.S. healthcare systems	[Undisclosed]	Ethico provides more skilled, focused, and experienced representatives to healthcare organizations, which face some of the strictest regulations of any sector

Topic	ETHICO	Convercent	Conclusion
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 center, minimal training, unfamiliar with many industries; typically use inexperienced, entry-level resources that read from a prepared script	OneTrust is a software centric offering with a sub-par hotline issue intake. They outsource to 2 separate call centers so you never know where your sensitive issues are being reported
Brand Promise	'Ethico C.A.R.E.S.' Ethico put its money where its mouth is by continually earning your business and serving your needs	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.	Ethico is a partner that cares as much about your organization as you do. We adapt our services to that way you do business and give you the control rather than forcing you into a rigid model.
Focus	Servanthood, accountability, tenacity	Flashy software, built to demo and sell; increasing profit by restricting flexibility and configurations	A partner who allows your needs to drive their focus makes you stronger, Ethico is a partner focused on a long-term relationship with our clients

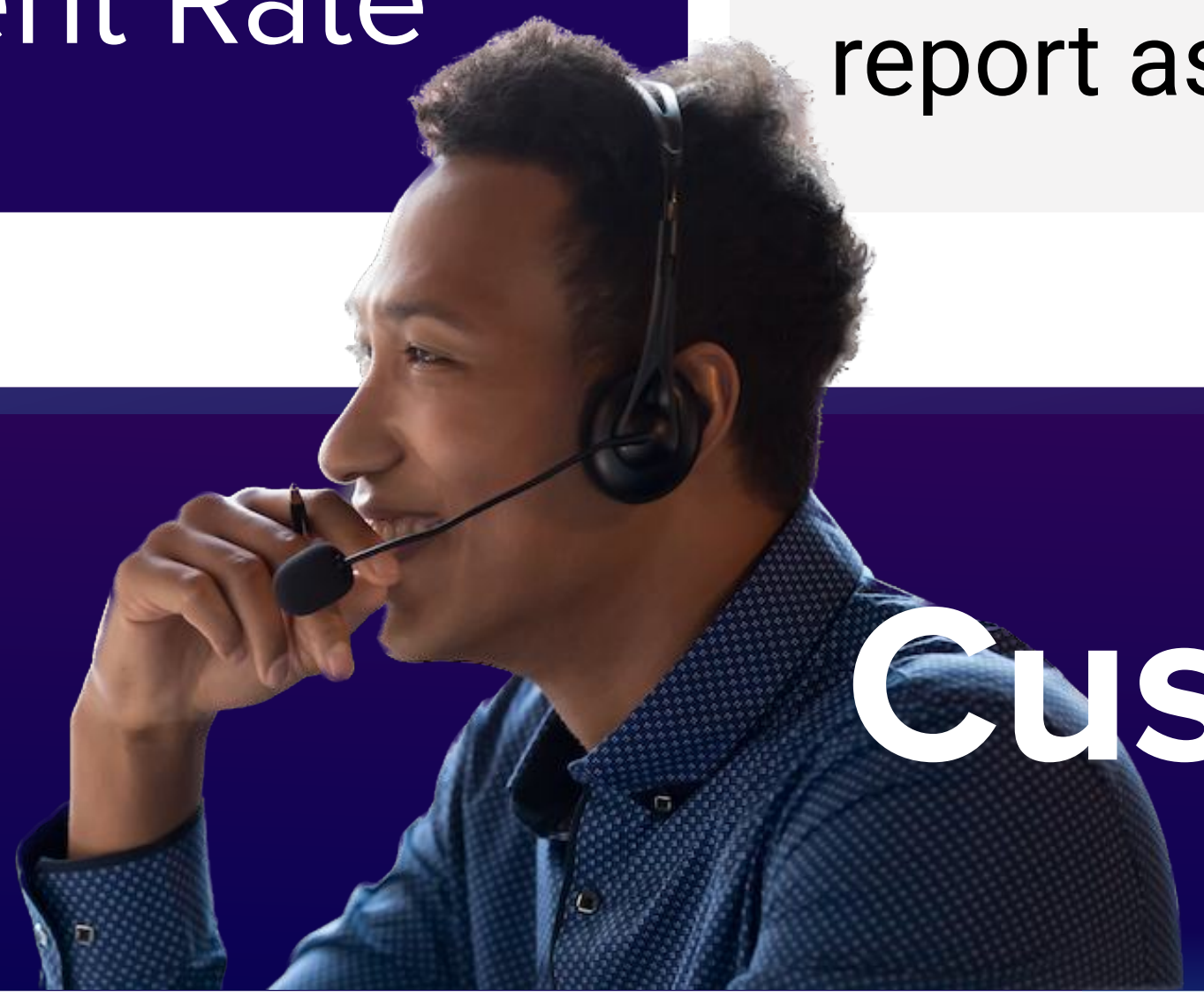
Call Center Performance

ETHICO	Topic	Convercent
90.3% first-pass QA check (100% sample rate)	Call Quality	Refused to disclose (industry standard is 82.5% QA grade/5% sample rate).
2.03-6.11 calls per 100 employees (varies by company size)	Call Rate	Undisclosed
9 seconds	Call Answering	20 seconds
.97%	Abandonment Rate	Unpublished | Industry average, 12-20%
126 minutes to send, including assurance review	Delivery Time	Undisclosed | No Commitment

Topic	ETHICO	Convercent	Conclusion
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 all to get at the most relevant information for you.	Since a rigid script can only cover so much of the severity and complexity rang, adaptive interviews from Ethico are key to fast triage and substantiation.
Call Answering: Approach	Live answer, custom greeting	Call queue (elevator music), masked hold time, robotic greeting.	Ethico prioritizes caller experience with fast, live answers, custom greetings, and no call queues or answering services.

Further Conclusions:

Call Quality	Quality-first Ethico processes check every report, with transparency and accountability.
Call Time	Ethico's unique intake process creates a more trusted process and callers are more willing to create reports and give better info.
Delivery Time	Responsiveness and clarity from Ethico gives you confidence and a better culture.
Abandonment Rate	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.



Customer Experience

Topic	ETHICO	Convercent	Conclusion
Service: Support	3.6 hr avg. first response; 5.6 hr avg time to resolution	96% of all support tickets resolved within 24 hours. Some take longer.	Customers report OneTrust sending them to online FAQs or forums to get answers; Ethico provides its clients with direct, focused attention, and clear solutions

3.6 HR
Average First Response

5.6 HR
Average Time to Resolution

Topic	ETHICO	Convercent	Conclusion
Service: Account Management	Dedicated, responsive, proactive Account Manager with monthly/ quarterly 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	Ethico 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.	Ethico's flexible, modular software philosophy allows significant configuration without added cost
Service: Custom Development Responsiveness	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. OneTrust prevents access to all configurations and reports, any 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.
Reporting	One-click, flexible, and custom board-ready reports, as well as dashboard and scheduled reports available.	Clients cannot create or modify their own reports; OneTrust will create their reports for a fee.	Ethico offers a range of built-in and custom reports at no additional charge and specialized reporting and auxiliary analysis when you need it.
Contracts	Common sense contracting	Restrictive contract terms; cancellation penalties; configuration fees; Data transfer fees.	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.**