ETHICO

CASE MANAGEMENT

SWITCHING VENDORS MADE EASY

CHECK YOUR **CURRENT CONTRACT**

- [ ] **CANCEL DATE** — Determine when you are able to cancel your current contract. Check the fine print for any hidden penalty costs or cancellation windows.
- [ ] **SERVICES** — What services are defined in your current contract that you want to make sure you replace?
- [ ] **UPGRADE** — Perhaps your contract was made while your company was smaller. Have there been changes to warrant upgrade your services? Do you have room for improving your ROI?

RECEIVING YOUR **DATA**

- [ ] **HISTORICAL DATA** — Contact your current vendor and request to be provided with all of your historical data.
- [ ] **OPEN CASES** — Load your open cases into MyCM or work with us on a custom transition solution. Open cases should remain open during your vendor transition!
- [ ] **DEMOGRAPHICS** — Provide us with any company demographics (categories, employee type, location) as needed to complete your profile.

CONFIGURATION

- [ ] **ASSIGNING RULES** — Determine how to auto route issues for fast resolutions. Should it be based on location? Category? Severity?
- [ ] **USERS/ ACCESS** — Provide a list of the name of people you want to have access to MyCM, and specify severity level.
- [ ] **LOCATIONS/ HIERARCHY** — Provide a list of all of your company's locations and details about organizational hierarchy, if relevant for handling reports
- [ ] **WORKFLOWS & REMINDERS** — Determine how you want workflows & reminders to be set up for users.

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Perform An Audit

Before leaving your current vendor, review your historical data to ensure you know what you need to acquire and load. Missing information means you need to request it again.

Check Data Lists

For a smooth rollout, check over your data sets before having them placed in MyCM. Make sure locations, hierarchies, user names, etc. are all in the correct data fields.

Inform Everyone

Alert all your teams and vendors about your new case management system. Anyone who has any direct involvement with the system should be notified. If there are concerns among users, we can provide any user training needed.

Create Timeline

Create a rollout timeline for your team. Plan out the final interactions with your old vendor, set dates for any user training, and be sure everyone knows the date for the MyCM case management rollout.

KEEP IN MIND

The two most important things you need before starting with MyCm:

- Historical information downloads from your past case mgmt system.
- A plan for open issues. We can help to make sure nothing falls through the cracks.

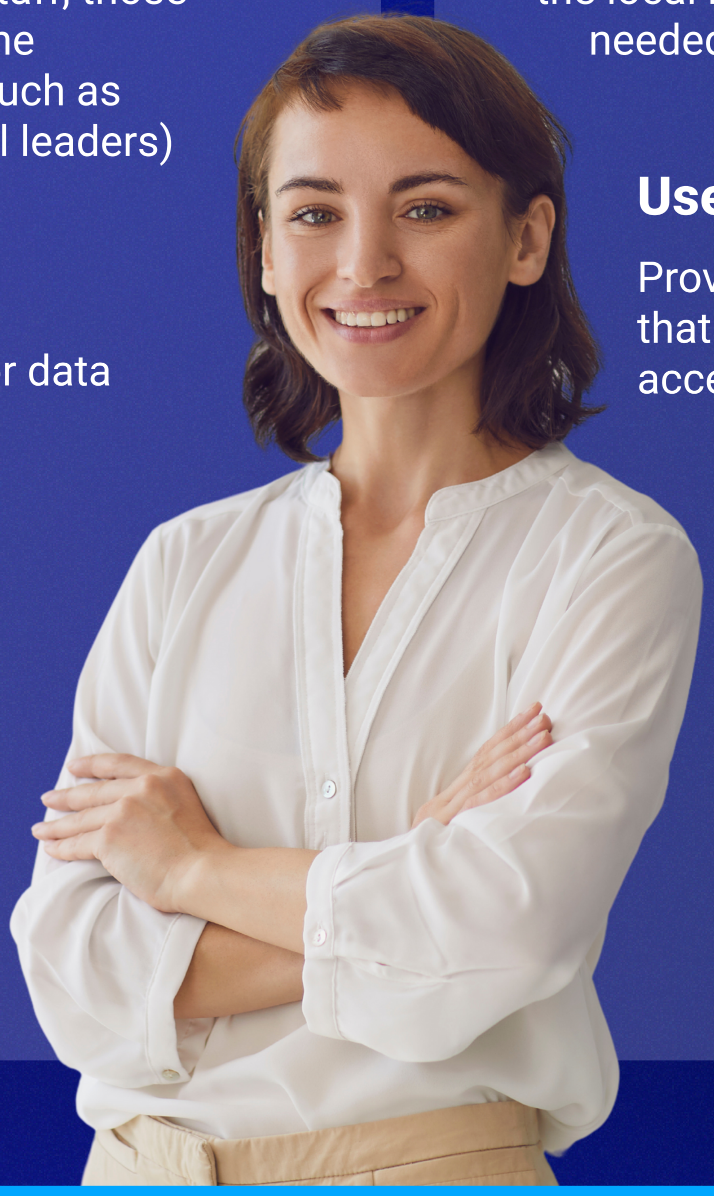
Who to Inform

Users

Your internal team members, HR staff, those who carry out the investigation (such as regional or local leaders)

IT

Inform IT and/or data security teams



Data Lists Needed

Locations

Provide a list of all locations and the local hierarchy if that is needed.

Users

Provide names for those that you want to have access to MyCM.

Data Formats

XSLX, FTP, API

Directives Needed

Severity

Define what you consider a severity report

Severity Alert

Define how you want us to alert you or your users whenever there is a severity situation

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Though we will do everything we can to make sure nothing trips you up during the MyCM switch, there can be a few hiccups to emerge. **But not to worry!** This might seem hard at first glance, but we're here to make it easier and successful.

1 Data Transfer Issues

There is always a chance of problems emerging from transfer of long complex bodies of data. There could be technical issues which cause the loss os historical data or open cases. Make sure you back these up in more than one place and get your fields mapped well by a caring vendor.

2 Doing All The Work Yourself

You're already a busy professional and you should not feel like switching to MyCM is something you alone should handle. Reach out to IT or your internal team to compile any of the data lists you need. And make sure your vendor is prepared and staffed to give you all the support you need (like us!).

3 Sloppy Configurations

A vendor more focused on launching the software and getting paid than setting you up for success will keep your team frustrated and moving slowly. Make sure issue routing, user levels, automatic workflows, and reporting set you up for success from Day 1.

4 Failed Setup/Not Following Through

It's tragic how frequently we hear compliance leaders have been left with a partially implemented solution, or deal with the bait-and-switch of lengthy (and costly!) reconfiguration projects. Make sure you define success and completion and have grounds to demand your vendor delivers.

5 Refusal to Transfer a Phone Number

It's a huge hassle to re-educate your workforce on a new phone number and replace all your awareness materials. Gain control/ownership over your phone number account, get clear commitment of vendor cooperation, or make sure your contract allows you to control treatment of your number.

6 Will Not Release Your Data

Not every compliance vendor genuinely cares about the success of your compliance program. Some will choose to be punitive for leaving them and may refuse to transfer your historical data or make it into an ordeal to do so.

7 Need (or could benefit from) Data Integration

Nowadays, data is king. You may need to update employees, locations, etc. frequently and/or copy issues from one system to another (e.g. compliance case management to HRIS). You can do that manually (if you have the time) or set up APIs to keep your data in sync whenever you need it!