

The logo for ETHICO, featuring the word "ETHICO" in a bold, sans-serif font. The "E" and "H" are white, while the "I", "C", and "O" are a vibrant blue. A small, stylized blue triangle is positioned above the "I".

ETHICO

The logo for NAVEX, featuring the word "NAVEX" in a bold, sans-serif font. The "N" and "A" are white, while the "V", "E", and "X" are a vibrant blue. A small, stylized blue triangle is positioned above the "V".

NAVEX™

 Strategic Assessment

ETHICO

VS NAVEX

for Superior **Ethics and Compliance**

Section One

Executive Summary: Why Ethico is Your Strategic Partner for Integrity and Performance

In the complex landscape of modern corporate governance, selecting the right ethics and compliance partner is not merely a procurement decision; it is a strategic imperative that directly impacts an organization's integrity, operational efficiency, and long-term resilience. This report provides a comprehensive comparative analysis between Ethico and Navex, demonstrating Ethico's clear and compelling advantages across critical dimensions of ethics and compliance management.

Ethico emerges as the demonstrably superior choice, offering a platform and service model that translates directly into faster issue resolution, higher quality risk intelligence, and a more engaged, trusting workforce. Ethico's operational excellence is evidenced by significantly quicker case closure times and a robust "speak-up" culture that encourages transparency and proactive risk detection. Furthermore, Ethico distinguishes itself through a client-centric partnership approach, characterized by exceptional support, adaptable solutions, intuitive reporting, and transparent contracting. Most critically, Ethico maintains an unwavering commitment to reporter confidentiality, a fundamental pillar that, as documented by various user accounts, Navex has allegedly failed to consistently uphold.

The combined superiority in operational metrics and qualitative aspects suggests a holistic advantage for Ethico that extends beyond individual feature sets. This widespread excellence indicates a deeply integrated system and a strong organizational culture at Ethico that consistently delivers value across the client journey. For a prospective client, this means reduced implementation friction, higher user adoption, more reliable data, and ultimately, a more effective and less burdensome compliance program, leading to better return on investment and reduced enterprise risk. Ethico positions itself as a strategic asset, not merely a vendor, empowering organizations to build and maintain a foundation of integrity and performance.

Section Two

The Foundation of Trust: Ethico's Unmatched Operational Excellence

Effective ethics and compliance programs are built upon a foundation of operational efficiency and a culture that fosters open communication. Ethico consistently outperforms Navex across key metrics that define these foundational elements, providing organizations with a more responsive and trustworthy system for managing risk.

A Swift & Effective Issue Resolution: Driving Efficiency and Accountability

Prompt resolution of reported issues is paramount for mitigating risk and demonstrating an organization's commitment to ethical conduct. Ethico consistently demonstrates significantly faster average case closure times, nearly halving Navex's performance. In 2024, Ethico closed cases in an average of **22 days**, a full 20 days faster than Navex's "Status Quo" average of **42 days**.¹ This substantial difference highlights Ethico's streamlined processes and dedication to prompt resolution, which is crucial given that 84% of whistleblowers attempt to report internally before escalating their concerns externally.¹

Furthermore, Ethico maintains a vastly higher percentage of cases resolved within 30 days. In 2024, **79%** of Ethico's cases were closed within this critical timeframe, compared to only **39%** for Navex.¹

This indicates Ethico's superior ability to triage, investigate, and resolve issues before they escalate, thereby minimizing potential legal and reputational risks. Even for longer resolution times, Ethico significantly outperforms Navex. For cases taking 31-60 days, Ethico accounts for 12% compared to Navex's 25%. The disparity is even more pronounced for cases exceeding 90 days, where Ethico stands at 5% versus Navex's 24%.¹ This suggests that even complex cases are managed with greater efficiency by Ethico.

The remarkable speed at which Ethico resolves cases, especially within the critical 30-day window, is not merely a testament to efficient internal processes but also indicates that Ethico's system is designed to facilitate superior initial information gathering and intelligent case routing. This accelerated resolution reduces the window for potential harm, regulatory fines, and negative publicity. It also signals to employees that their concerns are taken seriously and acted upon promptly, fostering a more trusting environment. This culture of prompt action, reinforced by Ethico's efficient systems, directly cultivates a more trusting environment, which in turn encourages a greater volume of internal reporting. This creates a virtuous cycle where the compliance program becomes a proactive risk detection system rather than a reactive clean-up crew, enabling organizations to gain a tangible competitive advantage through enhanced cultural health and proactive risk management.

B Cultivating a Speak-Up Culture: Maximizing Risk Intelligence

A thriving "speak-up" culture is essential for early risk detection and maintaining organizational health. Ethico fosters significantly greater trust among reporters, evidenced by a higher proportion of self-identified individuals. In 2024, **73%** of Ethico's reporters chose to identify themselves, a stark contrast to Navex's "Status Quo" of only **56%**.¹ This indicates that Ethico's processes and robust anti-retaliation frameworks instill confidence in reporters, encouraging transparency.¹

Conversely, Ethico maintains a healthy anonymous reporting rate of **27%**, while Navex's "Status Quo" is considerably higher at **44%**.¹ The benchmark report explicitly states that anonymity rates exceeding 40% "suggest the need to build trust and gather more detailed risk intelligence"¹, directly implicating Navex's system in a potential trust deficit.

Ethico's system facilitates a superior overall reporting rate, capturing more vital risk intelligence per employee. Ethico averages **3.5 reports per 100 employees**, more than double Navex's "Status Quo" average of **1.6 reports per 100 employees**.¹ This higher volume signifies a more psychologically safe reporting environment and a more effective "speak-up" culture. Ethico also boasts a significantly higher issue substantiation rate, confirming the quality and actionability of reports received. **58%** of Ethico's reports were substantiated in 2024, compared to Navex's "Status Quo" of **46%**.¹ This is attributed to Ethico's enhanced intake specialist training, with CCEP-qualified specialists demonstrating 13% higher substantiation rates.¹

Finally, Ethico demonstrates a remarkably low abandonment rate, ensuring critical reports are not lost before they begin. While Navex's "Status Quo" average abandonment rate is 15-18%, Ethico consistently achieves rates as low as **1%**.¹ This is achieved through Ethico's live-answer, human-centric approach and emphasis on immediate human connection.¹

The combination of higher identified reporting rates, lower anonymous rates (within a healthy range), higher total reports per 100 employees, and higher substantiation rates for Ethico points to a fundamental difference in how each system fosters psychological safety and captures actionable intelligence. A higher identified reporting rate suggests greater trust in the system's ability to protect reporters from retaliation, as individuals are willing to associate their names with a concern. This trust is further reinforced by a lower abandonment rate, meaning callers do not disconnect due to frustration or perceived lack of immediate human connection. The higher overall reporting rate indicates that employees feel empowered and safe to speak up, providing more raw risk intelligence. Crucially, the higher substantiation rate means that this increased volume of reports is also of higher quality, likely due to better initial intake and empathetic interviewing. For organizations, this translates into a truly proactive risk management system. Instead of issues festering or being reported externally, Ethico's system encourages early, high-quality internal reporting, allowing for timely intervention and mitigation. This not only reduces legal and financial exposure but also significantly improves organizational culture, employee morale, and retention by demonstrating a genuine commitment to ethical conduct and accountability. Navex's higher anonymous rate and lower overall reporting rate, conversely, suggest a less trusted and therefore less effective risk intelligence gathering mechanism.

Table: Comparative Operational Performance: Ethico vs. Navex (Status Quo)

The following table summarizes the comparative operational performance:

Feature/Category	Ethico Performance (2024)	Status Quo (Navex) Performance (2024)	ETHICO Advantage (Delta)
Average Case Closure Time	22 Days	42 Days	20 Days Faster
% Cases Closed < 30 Days	79%	39%	40% Higher
% Self-Identified Reporters	73%	56%	17% Higher
Anonymous Reporting Rate	27%	44%	17% Lower (Healthier Balance)
Substantiation Rate	58%	46%	12% Higher
Call Abandonment Rate	~1%	15-18%	Significantly Lower
Reports per 100 Employees	3.5	1.6	2.1x Higher

Section Three

The Ethico Advantage: A Partnership Defined by Support, Flexibility, and Innovation

A

Dedicated Client Support: A True Partnership Approach

Ethico is consistently lauded for its exceptional "Quality of Support" on G2.com, scoring a remarkable **9.7 out of 10**, significantly higher than NAVEX One's **7.9**.² This reflects Ethico's deep commitment to responsive and helpful customer service, a sentiment echoed by users who praise dedicated account managers and their proactive engagement.¹ For example, users express "Incredible Experience with our Client Success Manager!" and commend their account managers for being "always available and willing to help when needed" and "truly knowledgeable about the products".³ Ethico's brand promise, "Ethico C.A.R.E.S." and a focus on "Servanthood, accountability, tenacity"¹ directly translates into a supportive client experience, ensuring "monthly customer satisfaction meetings ensure that you get your ROI".¹

In stark contrast, Navex faces recurring and severe criticism regarding its customer service. A "Most Helpful Critical Review" on G2 describes Navex's customer service as "extremely rigid, unfriendly, and unhelpful," detailing persistent issues across "a dozen calls and even more e-mails trying to resolve issues".² This is further corroborated by Infotech data, where Navex's "Vendor Support" scores an average of **64 out of 100**, indicating significant user dissatisfaction.⁴

The stark contrast in "Quality of Support" scores and user feedback between Ethico and Navex suggests a fundamental difference in their operational philosophy and client engagement model. Poor support, as reported for Navex, means longer resolution times for client issues, increased internal frustration, and potentially missed opportunities for leveraging the platform effectively. Responsive support, as provided by Ethico, means clients can quickly resolve problems, optimize their usage, and feel truly partnered with, which is critical for managing complex and evolving compliance programs. For organizations, choosing Ethico means a smoother operational experience, less internal resource drain on troubleshooting, and a higher likelihood of achieving program objectives. Conversely, Navex's documented support shortcomings can transform a compliance solution into a source of friction and added workload, undermining the very purpose of the investment and implying a higher total cost of ownership and greater operational risk.

B

Adaptable Solutions: Configuration and Customization for Your Needs

The ability of a compliance solution to adapt to an organization's unique and evolving needs without incurring prohibitive costs is a key differentiator. Ethico stands out for its superior "Ease of Setup," scoring **9.4** on G2.com compared to NAVEX One's **8.1**.² This indicates a more user-friendly and efficient implementation process, crucial for organizations looking to integrate compliance solutions quickly and seamlessly.

Ethico adopts an "integrated, configurable, client-centric philosophy with scalable processes at several levels".¹ Its internally developed and controlled end-to-end systems allow for "full-scope, client-customized instances, and full API integration".¹ This flexibility means Ethico's modular software philosophy allows "significant configuration without added cost".¹

Navex, in contrast, is characterized by "disjointed point solutions" that "restrict configuration and integration".¹ User reviews on Gartner confirm these limitations, with one reviewer noting, "We have issues arising from the original bespoke architecture that was implemented, which means we can't evolve the platform to meet our changing needs as a company".⁵ Changes and configurations with Navex often "take time and incur additional fees," and their "profit-centric software philosophy" drives "resistance to customization (expensive, slow, out of scope)".¹

The difference in "Ease of Setup" and reported customization capabilities between Ethico and Navex reflects a fundamental divergence in their product development and client-centricity. Ease of setup and flexible configuration, as offered by Ethico, translate to faster time-to-value and lower initial operational overhead for the client. The ability to customize without incurring significant additional fees ensures the platform remains relevant and effective as the client's compliance needs evolve, avoiding the "bespoke architecture" trap reported by Navex users.

Navex's rigidity and "profit-centric" approach to customization mean clients face higher long-term costs and a system that may quickly become a bottleneck rather than an enabler. For organizations, this translates into a future-proof investment with Ethico, where the compliance program can adapt to new regulations, organizational changes, and emerging risks seamlessly. With Navex, organizations risk being burdened with a solution that becomes increasingly costly and inefficient over time, potentially hindering their ability to maintain compliance and manage risk effectively in a dynamic environment.

C Actionable Insights: Intuitive Reporting and Data Dashboards

The true value of compliance data lies in its ability to provide actionable insights for strategic decision-making. Ethico provides "one-click, flexible, and custom board-ready reports, as well as dashboard and scheduled reports available".¹ Its "Platform Data Dashboard" received a high score of **9.1** on G2.com, indicating strong user appreciation for its ability to visualize compliance data effectively.² This empowers clients to make faster, data-driven decisions.

Navex, conversely, is noted for "siloeed reports for each product, and frustration with custom report delays".¹ Its "Platform Data Dashboard" score on G2.com is a lower 7.2, indicating room for improvement in data visualization.² Gartner reviews also highlight difficulties: "Very difficult to make changes to templates and the format of reports. Running analytics is time consuming and unnecessarily challenging to create new bespoke reports. The search function is limited and produces many false positives".⁵

The disparity in reporting and dashboard capabilities suggests a difference in how each platform empowers clients to leverage their compliance data for strategic decision-making. Effective compliance is no longer just about collecting data; it is about extracting actionable intelligence. Ethico's robust and flexible reporting means compliance leaders can quickly generate the necessary intelligence for board reports, risk assessments, and strategic planning. Navex's siloeed and difficult-to-customize reporting creates a bottleneck, forcing clients to spend more time on data aggregation and less on analysis, potentially delaying critical risk mitigation efforts. For organizations, Ethico transforms compliance data into a strategic asset, enabling proactive risk identification and demonstrating the value of the compliance function to the broader organization. Navex's limitations in this area mean that despite collecting data, organizations may struggle to translate it into meaningful business intelligence, potentially leading to missed risks and a perception of compliance as a cost center rather than a value driver.

D Transparent Engagement: Fair Contracts and Client Control

The terms of a vendor contract can significantly impact an organization's long-term flexibility and financial health. Ethico prides itself on "common sense contracting"¹, emphasizing a focus on what is best for the client, not just the vendor. This includes ensuring clients "always have control and access to your data".¹ Ethico's client retention rate is **98%**, supported by "flexible and responsive contracts".¹

Navex, conversely, is known for "weird contracts; restrictive terms; cancellation penalties; Data transfer fees".¹ Their client retention rate is slightly lower at **96%**, but notably includes "3 year lock-in contracts and restrictive cancellation terms".¹ One Gartner review explicitly mentions an "Unprofessional Experience with NAVEX" during an acquisition, where despite acknowledging a misunderstanding, they "were unwilling to do the professional thing which would have been to allow us out of our contract".⁶

The contractual differences between Ethico and Navex reveal contrasting philosophies on client partnership and long-term value. Ethico's flexible contracts and high retention rate indicate a vendor confident in its service quality, earning client business through performance rather than contractual lock-in. Navex's restrictive terms and penalties suggest a reliance on contractual leverage, potentially indicating a lack of confidence in retaining clients solely on service merit. The inability to exit a contract even with acknowledged misunderstandings highlights a potentially adversarial client relationship. For organizations, Ethico offers peace of mind and true partnership, where the relationship is built on mutual trust and satisfaction. This reduces long-term financial risk and ensures the organization retains control over its data and its vendor relationship.

Navex's approach, conversely, introduces significant long-term financial and operational risk, potentially forcing organizations to remain with a suboptimal solution due to punitive exit clauses, undermining their strategic agility.

Section Four

Critical Differentiator: Ethico's Unwavering Commitment to Confidentiality and Trust

The integrity of an ethics and compliance program hinges on the absolute trust reporters place in its ability to protect their identity and prevent retaliation. This is arguably the most critical differentiator between Ethico and Navex.

A Protecting Reporters: The Cornerstone of an Ethical Program

Ethico explicitly prioritizes reporter protection as a cornerstone of its service. The benchmark report emphasizes "strengthened anti-retaliation frameworks" and an "unbounded empathetic interview approach" as factors contributing to higher identified reporting rates and trust.¹ Ethico's call center staff are internal employees with extensive training (120 hours of live training before independent reporting) and high average tenure (4-6 years), with supervisors holding CCEPS certifications.¹ This deep specialization and experience ensure that sensitive reports are handled with the utmost care, ensuring accuracy and maintaining confidentiality. Ethico's commitment to a live-answer, humanized process with a 1% abandonment rate¹ further underscores its dedication to ensuring every report is heard and handled professionally from the outset, building trust and psychological safety for reporters.

Ethico's investment in highly trained, internal call center staff and an empathetic interview approach directly correlates with higher identified reporting rates and lower abandonment rates, indicating a superior ability to build and maintain reporter trust. The quality of the initial intake experience is paramount for building trust. Highly trained, experienced staff are better equipped to conduct "adaptive interviews"¹ and elicit crucial details while simultaneously reassuring reporters about confidentiality. This professional, human-centric interaction reduces caller frustration and increases the likelihood of reporters identifying themselves, as they feel genuinely heard and protected. Navex's reported "high employee churn, minimal stability, minimal training, unfamiliar with healthcare, typically use inexperienced, entry-level resources"¹ directly undermines this critical first point of contact. For organizations, this means that the very foundation of their ethics program—the willingness of employees to speak up—is strengthened by Ethico. A system that inspires confidence in confidentiality and professional handling of reports ensures that critical risk intelligence flows freely, allowing the organization to address issues proactively. Conversely, a system that fails at this initial trust point, as Navex appears to, risks chilling reporting, forcing issues underground, and ultimately exposing the organization to greater, undetected risks.

B Navex's Documented Confidentiality Failures: A Significant Risk

Despite advertising anonymity, Navex has faced serious allegations of breaching reporter confidentiality, directly undermining the trust essential for any ethics hotline. Multiple Reddit users describe experiences where their "anonymous" reports were allegedly disclosed, leading to severe personal and professional repercussions.

One user explicitly states, "I did through another company that promised it was confidential, I was fired the next day. All they did was send the complaint right to the people I was complaining about".⁷ Another user details a "caregiver company" situation where "ALL information was given to the employee and now my parents face retaliation," adding, "I am thinking about taking a legal route since they stress and advertise confidentiality!".⁷

A separate Reddit post further elaborates on a similar incident: "The company Navex, advertises as a place where you can remain anonymous. It also says on their site that all measures would be taken to protect the identity of the person who gives the report BUT to include ALL details... it was given to another company who read the report to the person WORD for WORD. No possible way to NOT know it was me. In fact, I think they SENT the person an email with the report".⁸ The user highlights the severe consequences: "Just ruined relationships now in the family and causing my mother great distress.. Is there anything I can do?".⁸

Another user who filed HR reports via EthicsPoint (Navex) anonymously experienced direct questioning from their manager, who insinuated that reports "all gonna come back to me anyway so you should just tell me," leading to a feeling of being "gaslit into not using a resource that I should be using".⁹ This indicates a systemic issue where the promise of anonymity is not upheld, or the process makes identification too easy.

The recurring pattern of alleged confidentiality breaches reported by Navex users on Reddit, despite Navex's stated anonymity promises, indicates a severe systemic flaw that fundamentally undermines the integrity and effectiveness of their whistleblowing service. Confidentiality is the bedrock of any effective ethics and compliance hotline. If reporters fear their identity will be revealed, they will cease reporting, especially for sensitive issues. Navex's alleged failures in this regard, despite explicit promises, suggest either inadequate internal protocols for anonymization, insufficient training of personnel, or a fundamental design flaw that prioritizes information transfer over reporter protection. The fact that reports were allegedly read "WORD for WORD" or that managers could easily infer the reporter's identity points to a profound lack of understanding or implementation of true anonymity. For organizations, this is not merely a vendor issue; it is an existential threat to their ethics and compliance program. A system that cannot guarantee confidentiality will lead to a chilling effect on reporting, driving misconduct underground. This increases the likelihood of undetected fraud, harassment, or other violations, leading to larger financial losses, regulatory fines, and severe reputational damage when issues inevitably surface externally. Furthermore, it erodes employee trust in the organization itself, impacting morale, retention, and overall cultural health. Choosing Navex, given these documented concerns, means accepting a significant, avoidable risk that could compromise the entire integrity framework.

Section Five

Conclusion: Choosing Ethico for Lasting Integrity and Performance

Ethico stands as the definitive choice for organizations seeking a truly effective and trustworthy ethics and compliance partner. Our demonstrated operational excellence, evidenced by significantly faster case closure times (22 days vs. Navex's 42 days) and higher issue substantiation rates (58% vs. Navex's 46%)¹, ensures that your organization can address risks swiftly and decisively.

Beyond metrics, Ethico cultivates a genuine speak-up culture, fostering unparalleled trust among reporters (73% identified reporters vs. Navex's 56%) and driving higher rates of critical risk intelligence (3.5 reports per 100 employees vs. Navex's 1.6).¹ This is underpinned by our commitment to empathetic, human-centric intake and a remarkably low abandonment rate (1% vs. Navex's 15-18%).¹

Our partnership model, characterized by superior "Quality of Support" (9.7 on G2 vs. Navex's 7.9)², flexible, cost-effective customization¹, and intuitive reporting dashboards (9.1 on G2 vs. Navex's 7.2)², ensures that your compliance program is not only efficient but also adaptable and strategically insightful.

Most critically, Ethico offers an unwavering commitment to reporter confidentiality and trust, a fundamental pillar that Navex's EthicsPoint platform has, according to multiple user accounts, demonstrably failed to uphold.⁷ The documented instances of alleged anonymity breaches with Navex pose an unacceptable risk to your organization's reputation, legal standing, and the very fabric of its ethical culture.

The cumulative effect of Ethico's strengths and Navex's weaknesses creates a compelling narrative that positions Ethico as a strategic risk mitigation partner, not just a compliance tool provider. All the individual advantages of Ethico—speed, trust, support, flexibility, data utility, and fair contracts—and the corresponding disadvantages of Navex—slowness, lack of trust, poor support, rigidity, poor data visualization, restrictive contracts, and critical confidentiality failures—paint a clear picture. When viewed collectively, Ethico's advantages form a coherent picture of a vendor that actively enables and enhances an organization's ethics and compliance program. The speed and quality of reporting, combined with strong support and flexible technology, mean that an organization's internal resources are optimized, and their risk exposure is proactively managed. Conversely, Navex's weaknesses, especially the critical confidentiality concerns, create a cascading effect of risk: low trust leads to low reporting, which means undetected issues, leading to potential legal and reputational crises.

For organizations, this means choosing between a partner (Ethico) that helps build a resilient, ethical culture and proactively mitigates risk, or a vendor (Navex) whose operational shortcomings and documented trust issues could turn their compliance program into a liability. The ultimate implication is that Ethico offers a pathway to competitive advantage through integrity, while Navex presents a pathway to avoidable risk and operational friction.

Choosing Ethico is not merely selecting a vendor; it is a strategic investment in a robust, transparent, and trusted ethics and compliance ecosystem. We invite a continuation of this conversation to explore how Ethico can empower your organization to achieve lasting integrity and superior performance, without the inherent risks associated with alternative solutions.

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