

CLOSED-LOOP COMPLIANCE MONITORING AND REMEDIATION THROUGH INTEGRATED COMPLIANCE INTELLIGENCE



A Top 20 Global Pharma company implemented MonitorMate to connect T&E data sources, detect compliance risks, and drive closed-loop remediation.

CHALLENGES

Pharmaceutical compliance teams were struggling with:

- Siloed monitoring systems and manual tracking of issues
- Inability to connect red flags (e.g., HCP meal threshold breaches) across platforms like Concur, Coupa, and internal audit logs
- Lack of a centralized system to assign, track, and close remediation actions
- Difficulty in gaining a comprehensive view of risks tied to specific employees or vendors.

SOLUTIONS:

Cresen Solutions deployed MonitorMate with the following key capabilities:

Integrated Data Ingestion

- Real-time integration with T&E systems (e.g., Concur, Coupa)
- Pulls in meal data, sponsorships, vendor payments, and travel logs
- Automatically detects compliance risks such as:
 - Meal threshold violations
 - High-frequency HCP engagements
 - Vendor payment anomalies



MonitorMate gave us the visibility and control we needed not only to identify risks, but to remediate and close them with full documentation and confidence. It has become a key part of our compliance infrastructure.

Director, Compliance
Operations (Top 20
Global Pharma)

Analytics & Reporting

- Dashboards highlighting issue trends, recurring violations, remediation status
- Region- or role-specific heatmaps to drive risk-based planning.

RISK DETECTION + ISSUE MAPPING

- Detected violations are mapped to individual employees or vendors
- Enables person-level or vendor-level risk profiling
- Custom rules for global vs. country-specific thresholds

How MonitorMate Works :

1. Integrate Concur/Coupa
2. Detect issues via rules + AI
3. Assign remediation + track closure
4. Maintain audit-ready evidence

Key Takeaways

- MonitorMate integrates seamlessly with external systems to detect real-world violations
- Converts monitoring into a closed-loop process: **detect → assign → resolve → audit trail**
- Offers holistic, real-time compliance intelligence at the employee and vendor level.
- Supports audit readiness and aligns with global compliance expectations such as FCPA, internal policies, and regional thresholds.



Results

Deployed successfully for multiple global Cresen Monitoring clients

Achieved

01

80% reduction in manual remediation tracking efforts

02

Faster closure cycles with built-in alerts and ownership

03

Improved audit readiness through centralized evidence and tracking

04

Enhanced visibility into recurring issues at the employee or vendor level

Enabled compliance teams to proactively shape monitoring plans for the following year based on data-driven insights

