



# Managing risk can improve performance and patient outcomes

Risk and Compliance



## Fuel innovation and impact by navigating risk

Turn risk management into a strategic opportunity for your organization. ZS will not only partner with you to manage risk, but we'll help you to unlock new levels of innovation, performance and patient outcomes by better navigating risk and harnessing analytics.

We understand that the regulatory landscape is constantly evolving, and that healthcare companies are expected to adhere to complex legal, regulatory and industry standards. Traditional approaches to fostering compliance can be resource-intensive, ineffective and a barrier to progress, which is why it's critical to find the right advisor.

### Why choose us as your go-to risk and compliance partner?

ZS is uniquely positioned to integrate deep expertise in strategy, analytics, technology and regulatory risk management, and to empower you to reimagine risk management and compliance operations.

## Our approach

No matter where you are in your risk and compliance journey, ZS is here to help. Whether your organization is looking for guidance at the enterprise, functional or project level, ZS provides tailored solutions to meet your unique needs:

**Risk and compliance strategy** – Excellent risk management begins at the strategy level. Tap into our strategy and advisory services, where we'll:

- evaluate your compliance program and strategy
- identify gaps and opportunities to build a risk management roadmap
- align compliance strategy to changes in your commercial model, growth strategies, risk appetite and culture
- drive ethical culture through informed decision-making, accountability and applied behavioral insights

**Risk assessment and design** – Our experts assist with assessing enterprise and project risks to

designing solutions that are fit for purpose. You'll be able to:

- prioritize compliance and risk management efforts based on impact
- embed risk management into high-performing business practices such as HCP engagement, patient support services, medical affairs, data protection and more

**Risk analytics solutions** – ZS's services range from implementation to ongoing support through either custom-built or pre-built technology and data solutions within ZAIDYN Risk Insights Engine™, ZS's integrated analytics platform, to help you:

- manage data quality in a centralized, automated fashion to enable trust in compliance decision-making and reporting
- monitor key risk indicators and track deviations to enable real-time risk monitoring
- target risk and resources based on compliance insights from advanced analytics

### Where we partner

Our services and solutions are not just tailored to compliance and legal professionals, but for all roles accountable for managing risk:

**Commercial** – We enable your commercial team to use compliance analytics to inform and improve business performance.

**Technological** – ZS will find synergies with your organization's platform investments by integrating compliance analytics.

**Medical** – We'll arm your medical affairs team to deliver and measure impact through clear strategy pillars, effective collaboration and compliant metrics.

## Creating real-world impact



### Designing a global compliance monitoring analytics platform

A large pharma company worked with ZS to build a global compliance monitoring analytics platform and a transparency data management system to mine unstructured data and deliver real-time insights across risk categories, including commercial spend and prescription volume, to identify patterns and diagnose potential risk.



### Developing a global privacy and data protection program

ZS partnered with a leading pharma company to operate and scale its global privacy operations, including completing 500+ Data Subject Requests, conducting 400+ Privacy Risk Assessments, and managing 200+ Data Incident/Breach Notifications.



### Promoting ethical culture by understanding unconscious biases

ZS helped a global pharma company identify the unconscious biases influencing employee compliance. With those insights, we generated clear, actionable, and strategic ideas to mitigate those biases, inform company initiatives and reinforce an ethical culture.

**To learn more, contact:** [michael.shaw@zs.com](mailto:michael.shaw@zs.com)

## About ZS

ZS is a management consulting and technology firm focused on transforming global healthcare and beyond. We leverage our leading-edge analytics, plus the power of data, science and products, to help our clients make more intelligent decisions, deliver innovative solutions and improve outcomes for all. Founded in 1983, ZS has more than 12,000 employees in 35 offices worldwide.

