Transforming Incident Investigations:
Spectris's Journey to Enhanced Compliance with GAN Integrity

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Spectris

Headquartered in London, Spectris is a leading global provider of precision measurement and control solutions, serving industries such as automotive, pharmaceuticals, electronics, and industrial manufacturing. The company specializes in high-tech instruments, software, and services that enhance productivity, quality, and efficiency for its customers. With over 7,600 global employees and a focus on integrity, the incident and investigation process is a vital part of Spectris's compliance program.
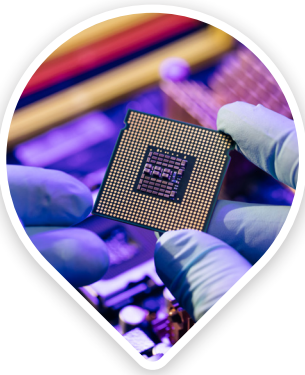
Life Before GAN Integrity

Prior to implementing GAN Integrity, Spectris relied on a legacy system that offered only basic incident reporting. As Kristy Shires, Group Compliance Director, recalls, the previous solution could only capture a reported allegation. "*We had a system that merely captured the initial report—there was no integrated comprehensive workflow to plan, conduct, and follow up on investigations*," she explains. This fragmented approach made tracking investigation progress, compiling meaningful metrics, or collating consolidated data extremely time consuming. With each business unit managing its own process in isolation, consistency and oversight were compromised.

Choosing GAN Integrity

Recognizing the need for a more robust and integrated solution, Spectris evaluated several options before returning to GAN Integrity. "*I had used GAN before, and their platform was designed to support a full investigation lifecycle—not just the initial report*," explains Kristy. GAN Integrity's ability to provide end-to-end workflow automation, from the intake of incidents to the final closure upon completion of corrective actions, aligned strongly with Spectris's goals. The solution was particularly attractive because of its flexibility; it could be tailored to meet the specific needs of different business units while ensuring central oversight. The platform allowed us to build in the detailed steps, approvals, and tracking necessary for a transparent and accountable process."

Implementation Under Pressure

A key driver for change was a tight implementation timeline—Spectris needed to replace its old system within two months. Despite the accelerated schedule, the partnership with GAN Integrity proved invaluable. "*Everyone was willing to adapt, and the team's flexibility meant we could meet our deadlines without sacrificing quality*," says Kristy. With dedicated support from the GAN Integrity team, Spectris was able to quickly roll out the new system, ensuring that critical functions like the intake form were live from day one.

Benefits of the Shift to GAN Integrity

> ❝ *Now we can easily identify trends, such as unusual spikes in incident reports in a specific region, and take proactive measures.”*

Enhanced Visibility and Metrics

The new system has revolutionized how Spectris monitors its incident investigations. Unified dashboards now provide a real-time view of key metrics such as investigation duration, severity levels, and resolution timelines. *“During our recent board meeting, instead of manually pulling data and creating charts, I simply connected my computer and displayed the GAN Integrity dashboard. This allowed the board to see detailed metrics and insights in real-time, significantly improving the quality of our discussions and decision-making.”*

Streamlined Workflow and Consistent Reporting

GAN Integrity's platform has replaced fragmented manual processes with integrated workflows that standardize the investigation lifecycle. From initial report to the development of a mitigation plan, every step is now traceable and auditable. This has not only improved internal oversight but has also enhanced the company's ability to respond to issues. *“Now we can easily identify trends, such as unusual spikes in incident reports in a specific region, and take proactive measures,”* explains Rachel Lewis, Compliance Program Manager at Spectris.

A Trusted Partnership and Ongoing Flexibility

Both Kristy and Rachel emphasize the ease of working with GAN Integrity. *“GAN Integrity's willingness to listen and work with us is extremely valuable. It's an engagement—we're working together on the same thing. They are interested in making our solution and investment work for Spectris, and I know I can trust that when I really need something GAN Integrity will show up for me,”* Kristy goes on to say.

This close relationship has allowed Spectris to configure the platform further, with future plans including enhanced interconnections between the investigations, conflicts of interest, and gifts and entertainment modules.

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⊙ GAN INTEGRITY

The Outcome

With GAN Integrity, Spectris has transformed its approach to incident investigations. The company now benefits from:

Significant Time Savings
Automated workflows and reporting have reduced the manual effort required to manage investigations.

Deeper Insights
Integrated metrics and analytics empower the compliance team to pinpoint systemic issues and support data-driven decision-making.

Enhanced Transparency
The unified dashboard and standardized processes have made it easier for the board and executive team to understand the compliance landscape.

Improved Collaboration:
The flexible, partner-oriented approach of GAN Integrity has fostered an environment where the compliance team feels supported and empowered to drive meaningful change.

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See Everything
"Now I can instantly pull up detailed reports that show not just the number of incidents, but also the underlying trends and follow-up actions."

"The new system gives us a clear picture of incidents and follow-up actions. Instead of chasing down data, we now have real insights that support more informed board discussions."

"With the new system, we have much more visibility into what's going on and where it's going on. We can identify issues across the businesses more easily and ensure that actions from investigations are completed before cases are closed, enhancing accountability."

Adapt to Anything
"The flexibility of the system allowed us to incorporate unique workflows across different business units. It wasn't a one-size-fits-all approach—it was built for us." – Kristy Shires

Get All the Help You Need
"Working with GAN Integrity has been a partnership from day one. They keep us informed about roadmap updates and are always ready to listen to our needs." – Rachel Lewis

By embracing GAN Integrity, Spectris has not only enhanced its incident management process but has also set a new standard for proactive compliance. The journey underscores the value of a flexible, integrated system that evolves in tandem with business needs—an evolution that continues to drive Spectris's success.

GAN INTEGRITY | Because good deserves better™