

CASE STUDY



THE DIGITIZATION OF COMPLIANCE AT TK ELEVATOR

One holistic
platform solution



BALANCED SOFTWARE AND COMPLIANCE KNOW-HOW

TK Elevator relies on the MCS Compliance Platform from Compliance Solutions. The globally active elevator manufacturer thus uses a system that brings together all use cases relevant for compliance on one common platform.

The advantage is a modular solution from a single source that provides all information for each of the installed compliance systems in a central data repository. Among other things, this results in a comprehensive, consolidated view of all processes and simplified ESG reporting.

If you get the opportunity to completely reorganize a division in a company with a history stretching back almost 150 years, you have to seize it. That's exactly what Dr. André Uhlmann did when the elevator division of the thyssenkrupp Group became today's TK Elevator in 2020.



At that time, the Chief Compliance Officer was faced with the task of adapting the compliance processes of the former Group division to the framework conditions in a now independent company.

"After TK Elevator was founded, we had the chance to start more or less from scratch when it came to compliance," says Uhlmann, describing the situation at the time. *"When we started thinking about processes, procedures, tools and vendors, we came to the conclusion that we should no longer rely on individual systems. Instead, we wanted to focus on vendors that offered multiple compliance solutions,"* he continues.

The compliance team then bundled all of TKE's requirements for a whistleblower system, for business partner due diligence and compliance risk management, and for other solutions into a request for proposals and sent them to various providers. After a thorough evaluation of the bids received and many subsequent discussions, Compliance Solutions was awarded the contract. *"From our point of view, it was certainly a big plus that we have a proven platform solution that covers all the required use cases,"* says Dr. Roman Zagrosek, Managing Director of Compliance Solutions.





GOOD BALANCE OF IT AND COMPLIANCE EXPERTISE

However, Dr. André Uhlmann cites another argument for the decision in favor of Compliance Solutions: *“Already during the evaluation, a good and targeted exchange of content took place at eye level, and that was one of the reasons why we chose Compliance Solutions as our provider. It was not just about how to map our processes in the tool. It was also very much about how we could streamline processes and adapt them to our needs.”*

TKE then tapped other potential vendors for this consulting service, which was not explicitly included in the original RFP. *“We noticed that there were higher obstacles to overcome with the other providers in this regard. The balance between software house, compliance know-how and consulting expertise at Compliance Solutions in particular was very convincing to us,”* summarizes Uhlmann.

After the decision was made in favor of the MCS Compliance Platform from Compliance Solutions, work began on the rollout. Since the Compliance Platform is designed as a modular building block, it is possible to start with a single compliance solution and gradually add further systems. All modules network closely and interlock perfectly. They use integrated workflows and all information and data is provided in a central location without media breaks for all applications.





ESG REPORTING BECOMES EASIER

“The consolidation of all data also simplifies ESG reporting considerably,” says TKE Chief Compliance Officer Uhlmann. With the MCS Compliance Platform, he is obviously not among those who complained in a BARC study that too many different data sources make it difficult to create reports.

Another third of respondents even said they lacked resources altogether. *“The shared data platform also enables me to manage our compliance activities much more precisely. This is because it allows me to identify current key topics in consulting or internal investigations, or even ‘white spots’ that need to be highlighted more, much more precisely,”* adds Dr. André Uhlmann, another advantage of centralized data storage.



One of the first solutions to be rolled out is the Whistleblowing & Case Management System. The whistleblowing system for the secure and confidential transmission of information about breaches of regulations meets the requirements of the European Whistleblower Protection Act as well as the legal requirements of the EU countries. Clearly defined roles for employees are stored in the case management system. A user-friendly process with detailed work instructions guarantees structured, audit-proof processing of whistleblower cases.



MCS COMPLIANCE PLATFORM





INDIVIDUAL CUSTOMIZATION OF MODULES POSSIBLE

“The whistleblower front end, which people can use to report something to us, is available in different languages so as not to create unnecessary barriers for those reporting,” explains Dr. André Uhlmann. Case management, on the other hand, the part that the compliance team works with, runs in English worldwide. *“Compliance Solutions has encouraged us to keep the systems as simple as possible and only make regional adjustments where it is unavoidable,”* says Uhlmann.

Thanks to the modular structure of the MCS Compliance Platform, each individual application can be customized. For example, the business partner due diligence system, which is also operated by employees outside the TKE compliance team, runs completely in the local language of some countries. This takes into account the fact that in some countries, only a few of the employees or even the external business partners speak English.

Six different systems on the MCS Compliance Platform are now already in operation at TKE: the Whistleblowing & Case Management System, the Business Partner Due Diligence System, the Compliance Risk Management System, the Compliance Advisory System, the Compliance Cockpit (Business Intelligence & Reporting Solution) and the Claims & Assessment System, which is integrated into the Legal department.

For the most part, the implementation took place under the direction of the Compliance department or Legal department as the so-called product owner of the applications. The TKE IT department was only called upon when interfaces to existing applications had to be set up. This was the case, for example, when setting up single sign-on access.



BOTH SIDES BENEFIT FROM CLOSE COLLABORATION

Dr. André Uhlmann is very satisfied with the course of the project and the results. *“The systems are all running very well and smoothly,”* he says, adding directly: *“Minor errors occurring now and then is unavoidable. But that’s why we have the trouble-shooting support of Compliance Solutions, and it works excellently.”* In general, the Chief Compliance Officer is very pleased with the collaboration with the service provider. *“The nice thing is that we are always in close exchange with the Compliance Solutions people. This benefits both sides: There are things we’d like to improve in our own installation with the help of Compliance Solutions, and there are things we encourage Compliance Solutions to do to further develop the platform in general.”* Such discussions are also appreciated by Dr. Roman Zagrosek (CEO of Compliance Solutions): *“In the close exchange with the compliance experts at TKE, we ourselves have received suggestions on how we can further optimize our systems.”*



“I have not regretted our decision to go with Compliance Solutions, and I look forward to our continued collaboration. The beauty of the solution is its balance between customizability and standardization. In this respect, relying on a modular platform from a single provider for our compliance solution was an absolutely good idea,” sums up Uhlmann.



ABOUT THE MCS COMPLIANCE PLATFORM

The MCS Compliance Platform makes it possible to combine different compliance tasks in a central, integrated compliance platform by combining several software systems.

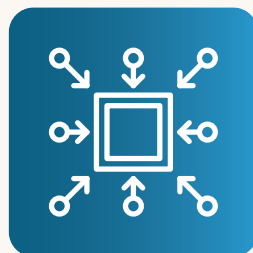
When the full potential of all available systems is exploited, the result is an overall digital compliance solution that reliably covers all compliance areas.

- ✓ central platform for all compliance tasks
- ✓ closely networked systems within the platform
- ✓ all data centrally available
- ✓ integrated workflows
- ✓ holistic reporting
- ✓ Flexibly expandable by additional systems
- ✓ AI-supported and automated

ADVANTAGES OF THE SOLUTION FOR TKE



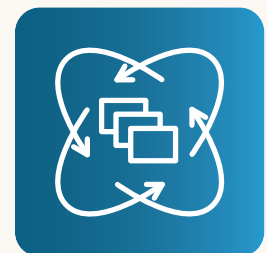
one platform
for all
compliance use
cases



joint data pool
for all solutions



simplified
ESG reporting



360° view of
all compliance
processes



TK ELEVATOR

With customers in over 100 countries served by more than 50,000 employees, TK Elevator has achieved sales of more than €8 billion in the fiscal year 2021/2022.

With an extensive network of around 1,000 locations, TKE ensures a high level of customer service worldwide. In recent decades TK Elevator has established itself as one of the world's leading elevator companies and became independent after separating from the thyssenkrupp Group in August 2020.

The company's most important business area is the service business, which is operated by around 25,000 service technicians. The product portfolio ranges from standardized elevators for low-rise residential buildings to highly customized solutions for skyscrapers.

It also includes escalators, moving walks, passenger boarding bridges, and stair and platform lifts. Integrated cloud-based solutions such as the MAX platform offer enhanced services. With these digital offerings, there are no longer any limits to urban mobility. TKE - move beyond.

WWW.TKELEVATOR.COM



COMPLIANCE SOLUTIONS

Compliance Solutions accompanies its customers in the analysis, design, implementation, operation and optimization of IT-based solutions.

The focus is on sustainable development and consulting for customers. Projects are carried out in a dynamic environment characterized by new legal regulations, but also by changes in IT system landscapes.

The Compliance Solutions team consists of highly specialized experts who work primarily in the areas of IT software development, law and consulting. They have the expertise and the ambition to always be at the cutting edge of information technologies and regulatory developments.

Compliance Solutions' customers include globally operating large corporations as well as public institutions, medium-sized companies, and legal and business consultants.

Compliance Solutions has offices in Stuttgart and Cologne (D), Zurich (CH), Salt Lake City (USA) and Singapore.

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