

Eticor Customer Success Story

The GEORG Compliance Manager® enables emz Hanauer to implement the growing compliance requirements in China in a legally compliant manner.



Company

emz Hanauer

Industry

Household appliances

Location

Nanjing (China)

Products

Door locks

Number of employees

230

GEORG Modules

GEORG Legal Manager

1. The Challenge

Which challenge(s) did you face before implementing the GEORG Compliance Manager® (GEORG)??

Before the implementation of the GEORG Compliance Manager®, it was very difficult for us to comply with all guidelines and requirements. We hired trained compliance personnel instead of a secure digital compliance management system and initially tried to meet the above-mentioned requirements. After several additional investments, we were still insecure that we were really acting in a legally compliant manner. The large number of requirements made it difficult for us to keep track of everything. The decision to introduce the GEORG Compliance Manager® was therefore very easy for us. Now we can be sure that we comply with all legal requirements.

Which goal(s) were to be achieved with the implementation of GEORG?

Within GEORG, we have defined a clear goal that we want to implement – GEORG as a systemic compliance management tool for the entire company. This includes, first and foremost, the clear monitoring and thus the given transparency. Likewise, the way to achieve the goal does not lead past the legal regulations.

Consequently, it was important to us that, on the one hand, each user has a user-specific cockpit and, on the other hand, only the laws and obligations relevant to him/her are translated into specific tasks.

2. The Solution

What were the reasons for choosing Martin Mantz Compliance Solutions and GEORG?

Ultimately, an internal recommendation convinced us to implement GEORG Compliance Manager®. In particular, the possibility of being able to integrate several international branches in the future was a decisive criterion for us. Thus, we would always have the possibility to integrate the software in additional branches.

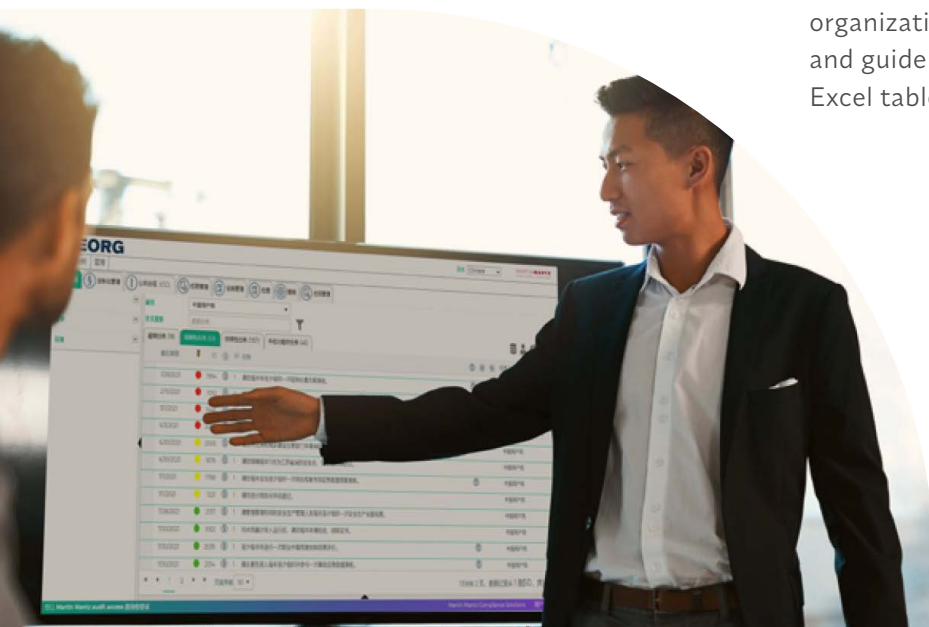
How does GEORG help with addressing the challenges you mentioned above?

Focused on creating a transparent compliance organization, the GEORG Compliance Manager® helps us with the clear presentation of our compliance status, which is based on our company-specific legal register. The various legal texts were converted into easily understandable tasks and delegated to our employees with the help of on-site personnel from Martin Mantz Compliance Solutions in China. Thus, responsibilities are clearly defined in GEORG.

As part of fulfilling its responsibilities, the system sends an e-mail reminder to our employees in a timely manner, reminding them to complete the tasks by the deadline. Consequently, we always gain a clear overview of our current compliance status.

How and in what way does GEORG add value to your company?

By using the GEORG Compliance Manager®, we are spared internal time expenditure. The digital organization of legal and internal requirements and guidelines also eliminates the use of confusing Excel tables.



3. The Implementation

How did the implementation of GEORG Compliance Manager® go? Have there been any challenges?

Just as it was presented to us at the beginning, the implementation process went flawlessly. The five steps leading up to implementation were carried out one after the other in a well-structured manner. The process began with an inventory at our warehouse, during which the two project managers from Martin Mantz Compliance Solutions created the legal register tailored to our needs.

The employees of Martin Mantz Compliance Solutions also derived the specifically formulated tasks from the created legal register. In conclusion, after all tasks were uploaded into the database, we received extensive trainings and were thus introduced to the live version of our database.

Did you experience any challenges during the implementation? How did you and the team from Martin Mantz Compliance Solutions deal with these challenges?

Part of the implementation process is also the delegation of the created tasks to the responsible

employees. We had some difficulties with this at the beginning, as it was not clear to us who should assume which responsibility. Therefore, we asked the project managers of Martin Mantz Compliance Solutions for help, since they, as outsiders, could get a better overview of our responsibilities.

We approached this problem together and were able to solve it quickly. Without any hassle, they were able to tell us in which department the specific responsibility of a task falls and thus helped us quickly to maintain our compliance status.

Throughout the implementation process, what aspects did you find particularly remarkable and positive?

We were particularly impressed by the direct and proactive commitment of the employees of Martin Mantz Compliance Solutions. We received very quick feedback on all questions. During the implementation process, we also set up a joint WeChat group at the suggestion of the project managers to ensure a direct exchange of questions.

GEORG is a digital solution for a company, it helps build a better organization, makes responsibilities transparent, allows the execution of daily compliance tasks to be recorded, makes complex evidence retention and document management simple and better promote employees to implement compliance obligations.

Doria Wang, HR Manager of emz Hanauer



4. Results and Opportunities

Since implementing GEORG, what positive changes have you seen in your company?

The GEORG Compliance Manager® has given our employees a better feeling for the relevance of a compliance management system. In particular, the traffic light system makes it much easier for all employees to see what their personal compliance status looks like. As the administrator of the system, it is also easier for me to see directly whether all employees are complying with their tasks and obligations and how they contribute to ensuring that our company is legally compliant.

Your personal outlook for the rest of the project and/or future projects in your company.

There are currently no implementations planned. However, I cannot rule out the integration of further modules at our site in Nanjing at this time.

Would you recommend us to others? And why?

Absolutely, the entire package is right. The exchange with the employees as well as the focus on making work easier, which the GEORG Compliance Manager® brings with it, are unique.

Dear readers

This Customer Success Story refers to the experiences with the GEORG Compliance Manager®.

Our rebranding has changed our brand name as well as the name of our Compliance Management software:

GEORG Compliance Manager® has become Eticor.

The core remains the same: Therefore, the aspects mentioned within the success story remain the same and can be equally applied to Eticor.

Further Eticor Success Stories can be found [here](#).

Make an appointment

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